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 Policyholder Name 5
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August 2018

Changes to our business

Dear Customer

Our records show that you are or may previously have been involved in a claim relating to an Aviva Insurance Limited policy. Because of this, we wanted to let you know about proposed changes to our business.

As the UK negotiates the terms of its withdrawal from the European Union (EU), companies based in the UK, including Aviva, may lose the right to carry out business in other EU or European Economic Area (EEA) countries in the same way as they do now. This means we may be unable to administer your claim in the same way. We want to provide certainty for customers who may be affected by this and are preparing now for anticipated changes in the law which applies to Aviva.

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We're proposing to transfer those parts of policies where the risk is situated in the EU/EEA from Aviva Insurance Limited to Aviva Insurance Ireland DAC which is part of the Aviva group and is incorporated in the Republic of Ireland. If the court in Edinburgh (see question 10 in the **Questions and Answers**) approves the transfer, the EU/EEA risks under the policy you are claiming against and your claim will transfer to Aviva Insurance Ireland DAC and we expect this to happen on 1 February 2019.

Claims relating to risks in the UK or elsewhere in the world other than in the EU/EEA will remain with Aviva Insurance Limited.

Please read all the information we've sent you so you understand what we're doing, and what it means for you and your claim.

Your claim won't change

There won't be any change to the way your claim is handled and you can still contact us about your claim on the same phone numbers and at the same address as before.

An Independent Expert has stated that he doesn't expect the security of your claim to be materially adversely affected by the proposed transfer.

Aviva Insurance Limited No. SC002116, Registered in Scotland. Registered Office Aviva, Pitheavlis, PERTH, Perthshire, PH2 0NH
 Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.
 Member of the Association of British Insurers.

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Any questions?

You can call us about this letter on **0800 0466024**

For all other questions about your policy, please call your broker

Opening hours

Monday to Friday 09.00 - 17.00

We may record or monitor your call

Our ref:

G13/P7/UKGI90000005

Aviva
 Transfer Mailing (BAU G)
 PO Box 3658
 NR1 3EE
 United Kingdom

<https://transfer.aviva.com/insurance>

What you need to know

- You don't have to do anything unless you believe you may be negatively affected by the change
- Your claim and any payments you may receive will not be affected
- The way you contact us won't change
- You can find more details at <https://transfer.aviva.com/insurance>

If you have more than one claim or an active policy with us, you may receive a separate letter for each claim and policy.

A process designed to help protect your interests

To make sure you're protected, we must follow a set process before the transfer can take effect. This includes:

- giving you (as a claimant) notice of the transfer;
- making you aware that you can object to the transfer and put your objections directly to the court if you believe you'll be negatively affected by the transfer (see question 4);
- a detailed review by an Independent Expert (see question 9);
- consulting our industry regulators in the UK and the financial services regulator in Ireland; and
- approval by the court in Edinburgh.

An Independent Expert has already reviewed our proposals and produced a report setting out his views. We've included a summary of the Independent Expert's report with this letter.

What you need to do

Please read all the information we've sent you and which is available at <https://transfer.aviva.com/insurance>. If you don't have any objections to our proposals, you don't need to do anything.

If you do have any questions or objections to the proposals or believe you would be negatively affected by them, you can call us, write to us or make your objection online. Details of how to do this are shown in question 4 of the **Questions and Answers**. You also have the right to put your objections to the court if you believe you'd be affected in a negative way, including at the final court hearing to consider the approval of the transfer. The date of the final court hearing and address of the court is shown in question 5 of the **Questions and Answers**.

If you need more information from us

The attached **Questions and Answers** give you more information and you can find more details on our website at <https://transfer.aviva.com/insurance>

We can also post the website documents to you free of charge if you ask us to.

You can also call us Monday to Friday 09.00 - 17.00 on **0800 0466024**. Calls are charged at local call rates within the UK and may vary depending on your network provider. For our joint protection we may record and/or monitor telephone calls.

Or you can write to us at Aviva, Transfer Mailing (BAU G), PO Box 3658, NR1 3EE, United Kingdom. **Please don't send any documents or claim related information to us at this address.**

Yours faithfully

Aviva Customer Team

Questions and Answers

1. What are you proposing?

We're proposing to transfer a number of policies provided by Aviva Insurance Limited to Aviva Insurance Ireland DAC. This transfer is between companies within the Aviva group. You can find more information about the proposed transfer in the attached guide.

2. What does the proposed transfer mean to me?

Apart from changing the provider of the policy you are claiming against to Aviva Insurance Ireland DAC, there won't be any change to the way your claim will be handled as a result of the transfer.

In particular, the transfer won't have any effect on:

- the way we handle your claim;
- any claim you are or may previously have been involved in;
- any payments you may receive in relation to any claim; or
- the way you contact us about your claim.

3. Do I have a vote on the transfer?

The transfer is subject to the approval of the court (see question 10). It's not open to a vote of policyholders, shareholders of Aviva plc or anyone else with an interest.

However, anyone who believes they may be negatively affected by the transfer can object or express their views to the court.

4. How does the objection process work?

You can make an objection or representation to us by post. You should send this to Aviva, Transfer Mailing (BAU G), PO Box 3658, NR1 3EE, United Kingdom. Please state clearly the reasons for your objection or representation and give a return address so that we can send you a written response.

Or, you can call us on the number shown at the top of your letter or make your objection online at

<https://transfer.aviva.com/insurance/objection>

If you make an objection, we'll send you a response. Your objection and our response will then form part of the paperwork that we send to:

- the court;
- the Independent Expert (see question 9);
- the Financial Conduct Authority; and
- the Prudential Regulation Authority.

You also have the right to put your objection directly to the court. To be sure that the court will consider your objection, you'll need to follow a set process which we've detailed in section 5 of the attached guide and we recommend that you take advice from a solicitor qualified in Scots law. A solicitor will also be able to advise you of the court fee payable.

Even if you don't follow that process, the court's practice is to consider informal objections, either in writing or at the final court hearing.

5. What is the timeline for the transfer?

The hearing for the final court approval is expected to be on 15 January 2019 and will be at the Court of Session at Parliament House, Parliament Square, Edinburgh EH1 1RQ. We'll put a notice on **<https://transfer.aviva.com/insurance>** if this date changes.

If the proposals are approved, we expect the transfer to happen on 1 February 2019.

6. Why are you doing this?

We're preparing for anticipated changes in the law which applies to Aviva as a result of the UK's expected withdrawal from the European Union. Companies based in the UK, including Aviva Insurance Limited, may lose the right to carry out business in other European countries in the same way as they do now. This means that we may be unable to administer your claim in the same way. Aviva Insurance Ireland DAC is incorporated in the Republic of Ireland, a country within the European Union, and will be able to administer your claim.

We want to provide certainty for customers who may be affected by these changes.

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7. Will I lose any benefits?

The Independent Expert does not expect the security of your claim to be materially adversely affected by the proposed transfer and there won't be any change to the way your claim is handled.

8. Who's the Independent Expert and what makes him independent?

Simon Sheaf is a Fellow of the Institute and Faculty of Actuaries (IFoA) and a Fellow of the Society of Actuaries in Ireland. He is Head of General Insurance Actuarial and Risk within Grant Thornton UK LLP and has more than 25 years of experience working within the general insurance industry.

We appointed Mr Sheaf after he was approved by the Prudential Regulation Authority in consultation with the Financial Conduct Authority. His role is to report to the court on the effect of the proposed transfer on policyholders and claimants. While we will pay him a fee, he has no duty to us and as a Fellow of the IFoA he has a professional obligation to stay fully independent.

Mr Sheaf formed his opinion using his experience and his duty is to the court. You can read a summary of his report in the attached document. You can see the full report and supporting documents online at <https://transfer.aviva.com/insurance/documents> or you can call us on the number shown at the top of this letter and we'll send them to you by post, free of charge.

9. I'm not/no longer a policyholder, why have you written to me?

We are writing to all customers, as required by the court, to tell you about our proposals and to outline the process we are following. The definition of a 'customer' includes claimants such as yourself (whether you have a policy with us or not) as well as policyholders, trustees, assignees, and attorneys under a power of attorney, of a policy.

10. Why is there a court hearing?

The transfer process for the UK insurance industry is governed by Part VII of the Financial Services and Markets Act 2000. This states that a court must agree to the transfer. As the policy you are claiming against was written by Aviva Insurance Limited which is registered in Scotland, the Court of Session in Edinburgh is the relevant court and so the court hearing will be in Edinburgh.

11. Will the Financial Services Compensation Scheme (FSCS) still apply to my policy?

Yes, our understanding is that, to the extent your policy currently benefits from FSCS protection, your claim will continue to benefit from FSCS protection.

This view is based on the FSCS rules currently in force, and could change if those rules are changed in the future.

12. Can I still refer any complaints to the Financial Ombudsman Service?

If you have a complaint or objection about the proposed transfer, you may wish to contact us as shown in question 4 as this is a legal process which is not part of the Ombudsman's responsibility. If the transfer goes ahead, you'll still be able to refer any future complaints to the Financial Ombudsman Service in the UK.