Simpler, faster sanctioning

A cornerstone of Aviva's Personal Lines transformation is ongoing enhancement of the broker portal to ensure it's fast, efficient, and easy to understand.

As part of this, we've simplified broker partner sanctioning. We now have one standard transactional profile for brokerage staff that enables you to conduct regular business that doesn't hit a refer or decline rule. There is also a "View Only" profile for brokerage staff who don't need to complete transactions, but require inquiry access.

The new profiles are effective on March 31, and enable us to get your new staff up and running faster. The new process for sanctioning personal lines IDs is listed below. The existing process for commercial lines is also listed for your reference.

Please ensure you have your broker billing code (as displayed on your monthly billing statement) available when you contact Aviva Assist.

<table>
<tr><th></th><th>System</th><th>Line of Business</th><th>Contact</th><th>Notification</th></tr>
<tr><td rowspan="3">Broker ID
• Creation
• Deletion
• Modification
• Reinstate</td><td>• Broker Portal
• General
• RS Means</td><td>Personal Lines</td><td>Aviva Assist
1-888-827-7477</td><td>Your BD representative will inform you of the status of your request.

Aviva Assist will provide you with the ID.</td></tr>
<tr><td>• Aviva Connect
• DMS
• CGI Rapidnet</td><td>Personal Lines and Commercial Lines</td><td rowspan="2">Commercial Lines User Representative</td><td>Commercial Lines User Representative</td></tr>
<tr><td>• Fastrax Online
• RTM
• BVS</td><td>Commercial Lines</td><td>Commercial Lines User Representative</td></tr>
</table>

Reminder: If you already have a Broker ID and have a technical inquiry, please contact Aviva Assist directly.