



Giving you something premier



Our Premier Service gives high-net-worth clients personalised support. Combining specialist services with dedicated underwriting, it's tailored to you and your customers.

Your customers are key

Premier Service is available to customers that meet one of these criteria.*

Annual premium	£12,000
Critical illness cover	£2million
Life cover	£10million
High status client(s)	
Complex business protection case(s)	

*Your case must meet one of these requirements to qualify.

Here's what's in store

Making the protection journey smooth and easy to use is what we're all about.

A dedicated senior underwriter and senior customer service (CS) specialist will work with you from day one. They'll be there to help with all stages of the application. Your named CS specialist will look after:

- ✓ The policy admin from start to finish, giving you regular updates
- ✓ Sending and chasing up GP reports and medical information
- ✓ Managing domestic and overseas medical examinations

It doesn't stop there – you get post-activation support too. This includes (but isn't limited to):

- ✓ Changing payment details
- ✓ Changing address
- ✓ Trust queries

The need to know

Medical underwriting

There's no need for a GP report unless there's a medical disclosure we need to know more about, or if it's a reinsurance requirement. To speed up the process, evidence given by your customer instead of their GP is fine by us. If your customer has private medical insurance to see a doctor, we'll work with you to get what we need.

Financial underwriting

No financial questions asked below **£1.25million** life or **£650,000** critical illness.

Financial evidence needed for cases over **£3.5million** life and **£1.5million** critical illness.

There's no need for a paper financial questionnaire, whatever the sum assured or age of your customer.

Comprehensive support

You and your customers are in good hands. Our specialist knowledge and support ranges across various areas including:

High-net-worth
customers

Life
insurance

Critical
illness

Income
protection

Disability
benefits

Tailored application support
and case management

So, get in touch

To chat about a pre-sales case, get in touch with our underwriters:

0124 626 7256

premierunderwritingteam@protection.aviva.com

Got any other questions?

Contact our dedicated admin team:

0124 626 7256

premierteam@protection.aviva.com