



<https://connect.avivab2b.co.uk/adviser/resources/product-support/protection-support/protection-claims/>

The claims hub includes a link to our 2022 claims brochure, giving a full breakdown of our 2022 claims statistics by product, together with various claims stories as well as links to numerous videos highlighting individual claims stories and our simple claims process.

In addition, following the launch of our 2022 claims statistics and Aviva highlighting the human stories behind the claims' statistics, I am pleased to advise that we are running a series of "Lunch & Learn" sessions that your advisers are free to join.

The events take place from Monday 5 to Thursday 8 June at 12.30pm – 1pm – so a quick 30-minute session every day.

There are four sessions to join, each focusing on a different topic:

- Making the most of the claims report
- Q&A with Macmillan Cancer Support
- Aviva DigiCare+ giving customers protection from day one
- Global Treatment – everything you need to know

A note has already been shared with your marketing team so that they can get this information out to your advisers and emails regarding the hub have also been sent directly to your advisers as well.

However, I thought you might be interested to view the report and the hub for your own information to get a sense of the sheer volume of individual Protection claims that Aviva paid out in 2022.