Important updates to

# P11D Report Requests & Terms of Business Agreement

Hello,

We have some important updates to share with you. **Please keep this email for future reference.**

**Important changes to financial information requests**

To support upcoming HMRC tax requirement changes, we'll no longer be providing P11D reports.

If your clients need financial information for previous or upcoming tax years, we'll instead provide **monthly financial statements** as the alternative.

You can **generate monthly financial statements directly through the Broker Portal**. To help you with this, here's a short video guide on how to download financial statements.

If you'd prefer to receive financial statements automatically, we can add you to our scheduled monthly distribution. Just contact us on **0800 158 5184** or via **Live Chat** and we'll get you set up.

**New to the Broker Portal?**

If you haven't used the Broker Portal before, here's a collection of **helpful video guides** to get you started.

**Letting you know about a change to our existing terms of business agreement**

You're a valued distributor of our products at Aviva. So, as part of our governance activities, we'd like to remind you about your responsibilities under the **Financial Conduct Authority's (FCA) PROD 4.3 rules**.

In accordance with clause 26 (Variations) of our terms of business agreement (TOBA) for firms effective from 2 August 2023 (the "**Terms**") we are giving you notice that the following changes will be made to the Terms:

- In order to take into account the Financial Conduct Authority's (FCA) PROD 4 rules, a new Schedule 3 (PROD 4) shall be added to the Terms.
- In addition, further changes have been made to: (i) add a new clause 23.2 relating to disclosure of Confidential Information, and (ii) delete Schedule 3 (Customer Personal Data Processing).

Any queries with the updated TOBA should be communicated to us promptly via your usual account manager at Aviva.

**What is Prod 4.3?**

PROD 4.3 requires distributors of insurance products to have robust systems and controls in place to, amongst other things, facilitate effective customer value assessments in respect of the activities and services they provide.

These assessments, which must be completed at least annually, should cover all aspects of your accountable activities which directly relate to the insurance product. Such assessments should include, but should not be limited to, fees and charges levied to the customer.

**Reviewing your distribution activities**

In light of the FCA requirements outlined above, we trust that you shall continue to review all your relevant distribution activities which directly relate to Aviva's insurance products. This includes ensuring customer fair value continues to be provided and in accordance with regulatory expectations and any obligations set out in any contractual arrangements we may have with you.

Should your value assessment processes identify any customer value issues or areas of concern, please contact your usual Aviva account manager, providing details of the product concerned, your contact details and a brief summary of issue(s) identified along with details of any subsequent actions being taken.

Yours sincerely

**Matt McGill.**
**MD Aviva Health**