



## Simplified Claims Settlement Process for Claims arising out of Cyclone Remal and subsequent heavy rain in various states

Aviva Life Insurance Company India Ltd (referred as 'Aviva') offers heartfelt condolences to all the people affected by Cyclone Remal and subsequent heavy rain in various states.

To provide support in these difficult times,

- ✓ We have simplified the Claim settlement process and set up a Special Claims Helpdesk to expedite claim settlement process.
- ✓ We have waived the requirement of Death Certificate issued by the Municipal Authorities. Instead, we will accept the list of casualties published by Designated District Officials of the State Government/ State Government or Municipal Authority or any authority recognized by State/Central Government confirming death during flood.

Our simplified Claim Intimation requirements are as follows:

- ✓ Letter of claim intimation from nominee/beneficiary.
- ✓ Attested copy of bank passbook or cancelled cheque of nominee/beneficiary.
- ✓ Attested copy of Photo ID proof of Nominee/Beneficiary establishing relationship with life assured

### **Nodal Officers for Claims Assistance**

Nominee/Beneficiary can directly contact the following nodal officers for any assistance or support for settlement of claim under Aviva Life Insurance policies

Name	Contact No.	Email	Zone	Address
Krishna Das	7005845806	<a href="mailto:Krishna.das@avivaindia.com">Krishna.das@avivaindia.com</a>	Assam & Tripura	Aviva Life Insurance Co. India Ltd. Chittrakatha Complex 3rd Floor, HGB Road, Agartala, PIN-799001
Mintu Kumar DuttaSarma	7578011424	<a href="mailto:mintu.duttasarma2@avivaindia.com">mintu.duttasarma2@avivaindia.com</a>	Meghalaya, Mizoram & Manipur	Aviva Life Insurance Co. India Ltd. 4th Floor, DD Tower, GS Road, Christian Basti, Guwahati - 781005
Sanchita Pan	9883129700	<a href="mailto:sanchita.pan@avivaindia.com">sanchita.pan@avivaindia.com</a>	West Bengal	Aviva Life Insurance Co. India Ltd., Unit No. B-402, City Centre, Block DC, Plot No 1, Sector -1, Salt Lake, Kolkata - 700 064
Sumit Kumar	9582070713	<a href="mailto:sumit.kumar@avivaindia.com">sumit.kumar@avivaindia.com</a>	PAN India (Head office)	401-A, 4th Floor, Block A, DLF Cyber Park, Sector-20, NH-8, Gurugram, Haryana-122 016

Our claims expert will assist you throughout the claim settlement process. Claimant may either send the complete set of scanned documents to [claims@avivaindia.com](mailto:claims@avivaindia.com) or hard copy of documents to Head office Address- Aviva Life Insurance Co India Ltd, 401-A, 4th Floor, Block A, DLF Cyber Park, Sector-20, NH-8, Gurugram, Haryana-122 016, India, in order to enable us settle the claim at the earliest. For any further assistance on death claim related information call at **1800-103-7766**.

Regards,

Team Aviva