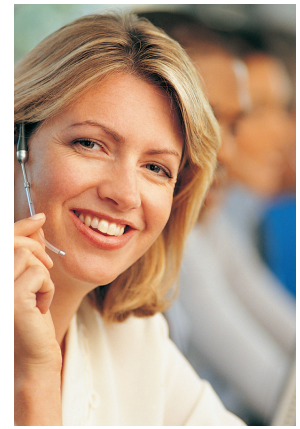


# Taking care of what's important to you with our exceptional **Claims Care Service**



At Aviva Traders, we're happy to make getting back on the road of life as quick and hassle-free as possible. We provide the largest claims organization in the country to serve our customers across Canada. As an Aviva Traders policy holder, you can get immediate, professional assistance 24 hours a day, 365 days per year, anywhere in Canada and the United States.

## **Our Customer Care Commitments**

You will be treated with respect.

You will receive prompt and efficient service.

You will receive flexible service terms.

You will work with courteous, knowledgeable and caring professionals.

You will receive a clear explanation of our process and we will follow through.

You will receive quick and fair treatment to issues and concerns.

## **Our service Guarantee**

With your Aviva Traders auto insurance policy, you get access to over 500 auto repair companies with state-of-the-art facilities across the country.

### **When you have your vehicle repaired in one of our preferred shops, we guarantee:**

- Priority service, including pick-up of your vehicle and delivery of the rental vehicle right to your front door (in the service areas where this is possible)
- Auto repairs (including parts and labour costs) for as long as you own your vehicle and are insured with Aviva Traders.

## **We're here to help**

When you need to report a claim under your home or auto Aviva Traders Insurance policy, we want to make the process as easy and stress-free as possible. Call either your independent insurance broker, or our 24-hour CLAIMS-ASSIST number at:

**1-866-MY-AVIVA (1-866-692-8482)**

Visit us at [avivatraders.com](http://avivatraders.com)

The **value** of one. The **power** of many.

