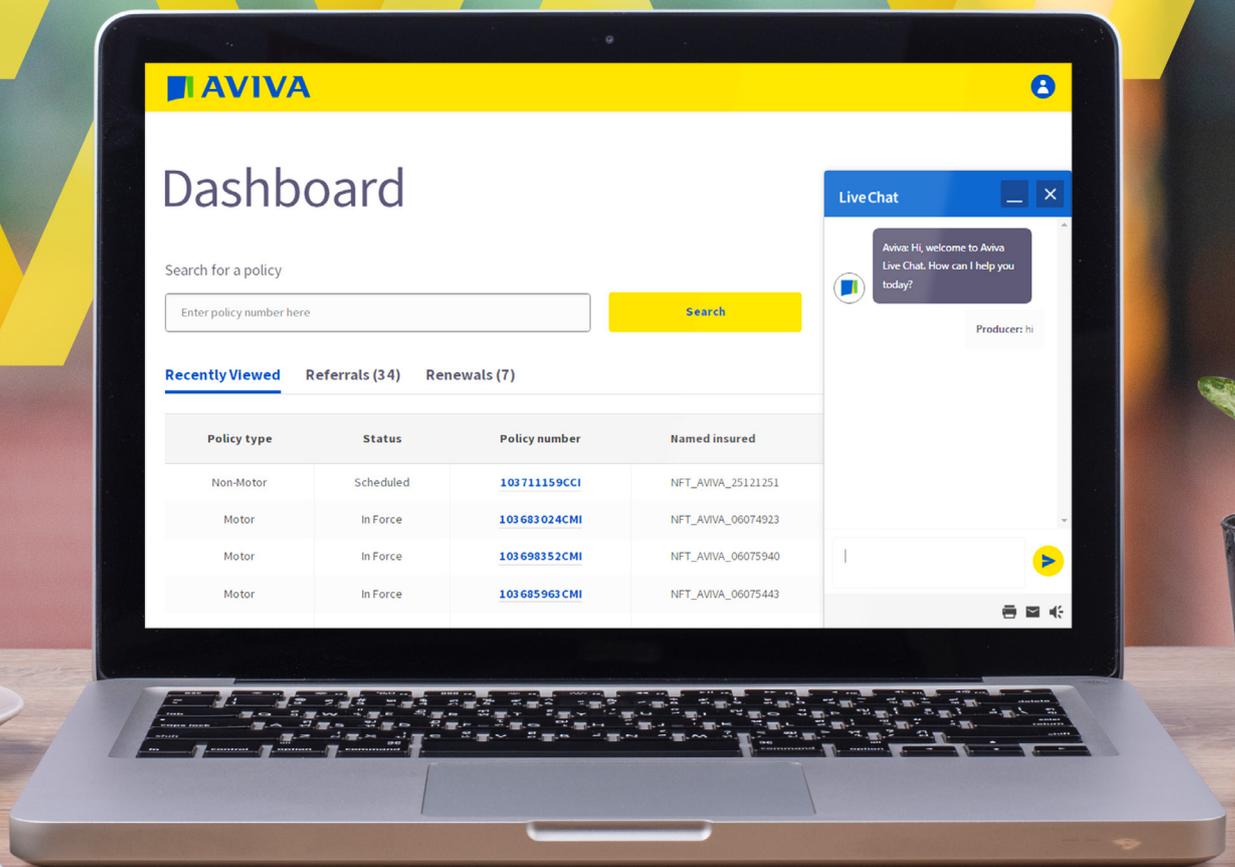# Make changes online to your regionally-traded Commercial business

A step-by-step guide for mid-term adjustments, renewals and lapses

Our new tool on Aviva Broker is the latest of our investments in digital solutions. The self-serve tool allows you to make changes online to your regionally-traded Commercial business, including adding or removing a vehicle on Commercial Motor, and renewing or lapsing Motor and non-Motor policies.

This gives you control to make changes instantly, providing quicker service to your clients and freeing up your usual regional underwriter to better support you with more complex matters.

Here's how it works:

Adding a vehicle ▶
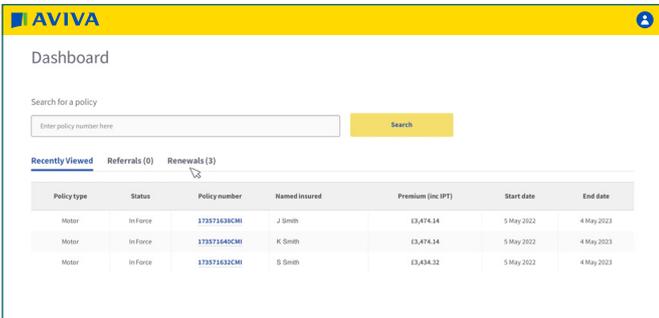
Removing a vehicle ▶

Renewing or lapsing a policy ▶

To access the tool, log in to Aviva Broker and you'll find the tool on the 'My Services' menu (that's the blue one at the top of the page) under 'Regionally traded business'.
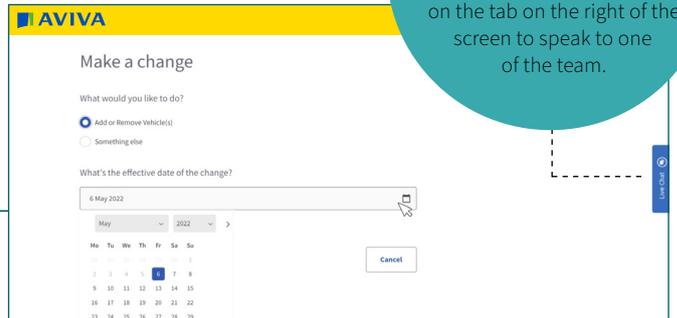
If you don't currently have access to the tool, you'll need to log in to Aviva Broker and head to My Account. You can request access to 'Regionally-traded business' in the 'Systems Access' section.
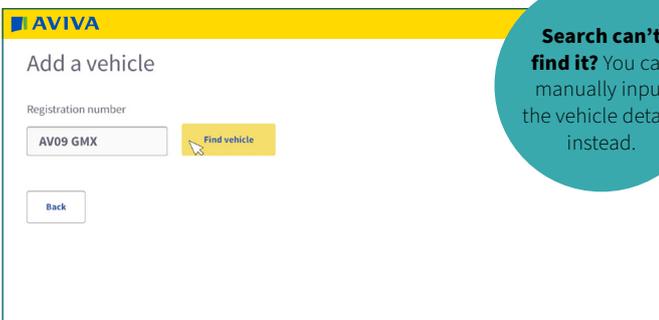
Adding a vehicle

1. On your dashboard, search for a policy or select one from those recently viewed.

2. Select 'Add or remove vehicle(s)' and the change date – this can be any date from today onwards.
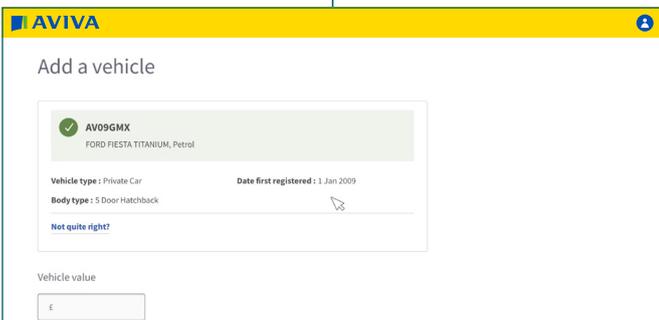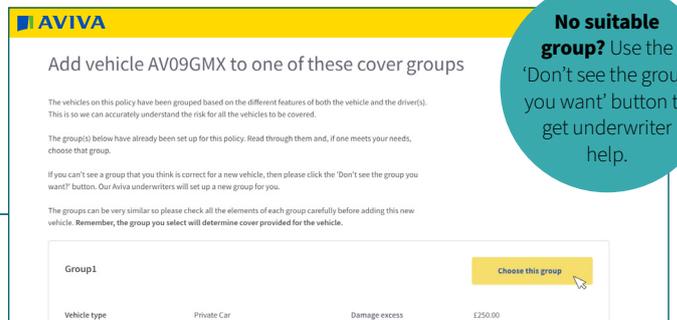
4. Enter the registration number and select 'Find vehicle'.
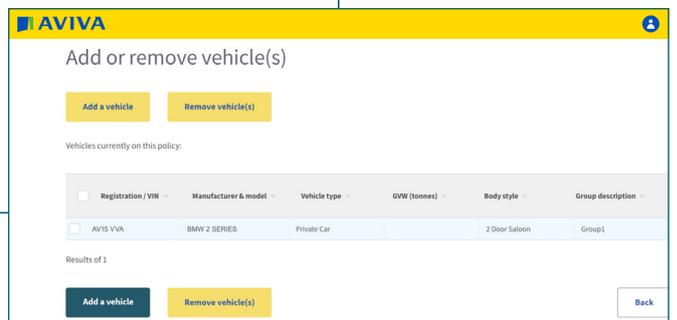
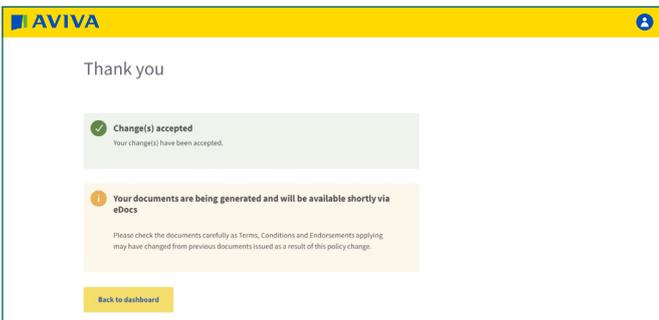**3.** You'll be shown the current vehicles on the policy. Click 'Add a vehicle' to get started.

5. Confirm the details are correct, enter the vehicle value and inform us of any modifications.
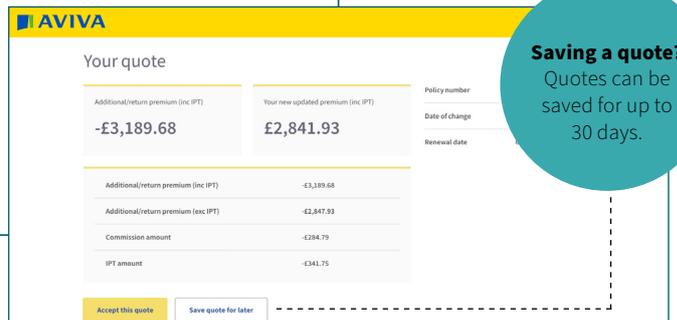
6. Assign the vehicle to a cover group within the policy to determine the cover provided.

8. Once accepted you'll see confirmation of the change, and documents will appear in eDocs on Aviva Broker. And that's that.

7. Once a group is chosen, check the confirmation screen. If happy, accept the quote or save it for later.

Removing a vehicle

1. Removing a vehicle is just as easy. As before, search using your policy number, select 'Add or remove vehicle(s)' and input the date you want the vehicle removed from.

2. Select the vehicle you wish to remove and click 'Remove vehicle(s)'.

4. You'll see your updated quote, which you can accept or save for later.

3. Confirm your choice by clicking 'Continue to quote'.

Renewing or lapsing a policy

You can also use the tool to renew a policy, provided it's renewing in the next 28 days and no changes are required.

Please note: You can only renew or lapse a policy if you've accessed it via the 'Renewals' tab as shown below. Renewals cannot be performed if the policy has been accessed via the search function.

You'll only see eligible renewals on the dashboard.

1. From the dashboard, click the 'Renewals' tab to view any policies eligible for online renewal.

2. Select the policy you want to renew from the list and you'll see the policy and renewal details.

4. Or you can click 'Lapse policy' and you'll be asked to select a reason before the lapse is processed.

3. You can click 'Renew policy' and renewal documents will appear in eDocs.

Try out the tool on Aviva Broker today

Accessible at any time,* this new tool allows you to instantly complete policy amendments, while freeing up your underwriter to help you where their expertise is best served.

To find out more, and for how to request access, visit Aviva Broker today.

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