

From June 1st 2009, Norwich Union is becoming Aviva

Ever since we began back in 1797, we have been constantly evolving to ensure we can give our customers what they want, and the name change is simply the latest example of how we've adapted. But why are we doing it, and what exactly does it mean to you?

You might have noticed that Norwich Union has been branded as an Aviva company for a while now. Rest assured it doesn't mean that Norwich Union has been taken over by any other company. In fact, Aviva was formed in 2000 by combining three great British companies, Norwich Union, Commercial Union and General Accident, to form the largest insurance provider in the UK. It's a great British success story.

In addition, Aviva is currently operating in 27 countries across the world and provides savings, investments and insurance to around 45 million customers.

We believe that to stay competitive in this global marketplace, we have to have a consistent name, branding and vision across every country we operate in. That's why Norwich Union is becoming Aviva.

What it means to you

Our change of name will make no difference to your cover – the insurer of your policy remains the same and the change of name has no effect on your terms and conditions. If you have any Direct Debits with Norwich Union, we'll automatically change the payee details to Aviva. And if we make payments to you, from June 1st 2009 you'll see the name Aviva on your bank statements instead of Norwich Union. **You won't need to do a thing.**

If you would like to find out more about our change to Aviva, please contact your Broker.

Or you can go to www.aviva.co.uk to visit our Q&As which will be available until 31.05.2009.

See overleaf for more detail on our company name changes.



**NORWICH
UNION**

an **AVIVA** company

Change of Insurer's Company Name Effective from June 1st 2009:

Existing name	New name
Norwich Union Insurance Limited	Aviva Insurance UK Limited
Norwich Union Insurance Services Limited	Aviva Insurance Services UK Limited
Norwich Union Risk Services Limited	Aviva Risk Management Solutions UK Limited
CGU Credit Services Limited	Aviva Credit Services UK Limited
Norwich Union Life & Pensions Limited	Aviva Life & Pensions UK Limited



The Direct Debit Guarantee

This guarantee should be retained by the Payer.

- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change We will notify you 10 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Us or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to us.