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Medical evidence requests to be resumed from 27th April

From Monday the 27th April we will resume requesting medical evidence for all applications in our pipeline, and also for all new applications.

We previously stopped these requests in order to reduce pressures on the NHS. Having monitored the situation closely, we've reviewed this decision and feel that we now have the required confidence to safely reinstate this process.

How does this work

Any previously postponed applications remain live and will now be progressed. We'll take care of this and there is no action required for you. If you have placed the business elsewhere in the intervening period or do not want us to progress a case, you can stop this by marking the case as NTU (Not Taken Up) within our online adviser platform.

You do not need to contact us in order to progress a previously postponed application – this will begin to happen automatically as of today.

For clarity, please see below the impact on applications in different stages of our pipeline:

- **New applications submitted from 27th April requiring medical evidence:** For new applications the GPR will be issued following our standard process. Our business tracking service will confirm the decision to you in the normal way.
- **Existing postponed application with an AMRA received:** A GPR will be issued to all cases not marked 'NTU' and you will be notified via an update from our business tracking service. This will be progressed automatically and therefore we will not contact you before doing this.
- **Existing postponed application with no AMRA received:** The AMRA will now be issued for all applications not marked 'NTU', and an update provided to you via our business tracking service. This will be progressed automatically and therefore we will not contact you before doing this.

Further information

We hope these steps can support you in providing cover for more clients at this time. For further information on our response to COVID-19 you can [visit our FAQs](#) which we are regularly updating. For anything else, please speak to your regular Aviva contact.

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