

For intermediary use only, not for use with customers.



# First Renewal Guarantee

For Healthier Solutions new business customers

**At Aviva we are constantly evolving to provide you and your clients with products and services to help tackle challenges faced.**

With this in mind, we recognise that some customers who take advantage of new business offers might be concerned that low initial premiums may lead to large premium increases at renewal. We've reviewed our Private Medical Insurance (PMI) new business deals and created an offer to put these customers' minds at ease.

With our **First Renewal Guarantee**, if a customer does not make a claim that causes their No Claims Discount (NCD) level to reduce at the first policy renewal, we will not increase their premium in the second policy year.

This offer is available to customers taking out a policy on new underwriting terms and customers switching to an individual PMI policy from another insurer on continued underwriting terms.

**Full terms and conditions apply. See overleaf →**



# Terms and conditions

- 1 This offer will be available on Healthier Solutions policies until 31 December 2024. Aviva reserves the right to change this period, or withdraw this offer, at its absolute discretion.
- 2 This offer applies to the first annual policy renewal only, and not to subsequent policy renewals.
- 3 Customers must satisfy usual product eligibility and underwriting rules. Full terms and conditions in respect of the Healthier Solutions products can be found in the Healthier Solutions policy wording.
- 4 The First Renewal Guarantee will not apply to changes to policy benefit selections, the number of individuals insured on the policy or customer personal details, which may result in changes to the premium at the first renewal.
- 5 In addition, the First Renewal Guarantee will not apply to any changes to the level of Insurance Premium Tax applicable to PMI policies, which may result in a change to the policy premium at the first renewal.
- 6 This offer is not available in conjunction with any other new business offers.
- 7 The offer is not available to customers switching from another insurer where their Aviva NCD entry is below level 8.
- 8 The offer is not available to customers taking out an individual PMI policy under a continuation option when leaving a group PMI policy.
- 9 The offer applies separately to each individual member insured on the policy based on their own individual claims experience.
- 10 Where a dependant is under 20 years old and is free on the policy in the first year but is due to become chargeable at first renewal, the offer will not apply to that member.
- 11 The offer will apply to members added during the first 6 months of the policy. Members added after this date will not be subject to the offer.
- 12 Where a customer has Protected NCD and makes a claim that would otherwise have caused a NCD level drop, the First Renewal Guarantee will still apply.
- 13 Claims that do not impact the NCD are as follows: NHS cash benefit, NHS cancer cash benefit, hospice donation, baby bonus, GP referred treatment by a speech therapist for children, benefits in the other treatment and therapies option, dental and optical benefits, any claims entirely within any applicable excess and claims totalling £250 or less.
- 14 Any MyHealthCounts discounts earned by members of the policy will be applied on top of the First Renewal Guarantee to ensure they benefit from these discounts.
- 15 Where a premium discount incentive was applied to the policy at the point of sale and the premium discount is reduced at the first policy renewal or they no longer become eligible for the incentive prior to first renewal, the reduction or removal of this premium discount may cause their premium to increase separately from the First Renewal Guarantee.

**Have any questions?** Please speak to your usual Aviva contact.

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