

Key contacts

International Premier Portfolio: Fax: 0845 300 4424, Tel: 0845 300 4423

Customer service team for all fettered products: Tel: 0845 3002114, Fax: 0845 300 2113

International Premier Portfolio Helpdesk: premier.portfolio@international-aviva.com

Helpdesk: offshorehelp@international-aviva.com

Key address

Aviva Office: Aviva Life International Limited
6 Georges Dock
International Financial Services Centre
Dublin 1
Ireland

When you submit a Bond application to Aviva, please use our checklist to ensure you've included all the correct paperwork. This way you'll ensure your client's application is processed quickly and without delay.

Have you:

1) Fully completed the Bond application form?

Please fill in the correct application form for the product your client has chosen (e.g. International Premier Portfolio) as well as the investor type (Personal, Corporate or Trustee Investor).

2) Signed all the relevant sections?

Financial advisers must sign both the Money Laundering Section and the Source of Wealth Section.

3) Selected the correct fund version for your client?

Please ensure you list the correct fund currency and/or version type on the application and for International Premier Portfolio applications, include the ISIN number. For any external deposits selected make sure they meet the minimum investment amount allowed.

4) Included your Aviva agency code on the application?

If you don't have an agency code with our Aviva office, please complete our business terms form and submit it with this application. You also need to refer to your Aviva consultant and branch.

5) Completed the bank payment form for the investment premium?

Paying by cheque:

For UK sterling or Euro cheques drawn on a UK bank, please send along with a bank payment form directly to our Bankers Citibank:

Via Standard Royal Mail:

Citibank Clearing Services
PO Box 62448
33 Canada Square
London E14 1HG

Via Courier/Registered Mail:

Citibank Clearing Services
1st Floor (left wing)
United House
Mayflower Court
Mayflower Street
London SE16 4JL

For US Dollar cheques, foreign cheques or Euro cheques drawn on a non-UK bank, please send along with a bank payment form directly to our Bankers Citibank:

Clearing Services Department
HEX
c/o Citigroup Centre
Canada Square
Canary Wharf
London E14 5LB

Paying by telegraphic transfer:

Send the original bank payment form to the client's bank; only copies of the payment form should be returned to Aviva Life International with the application form.

6) Enclosed a copy of your client's illustration?

This can be obtained from us or any Aviva branch. Please email your request to quotes@international-aviva.com

7) Filled in the commission details section on the application?

8) Attached certified anti-money laundering client verification documents or completed the money laundering section on the application form?

You must also sign the AML declaration, even if certified copies are attached.

9) Completed the relevant Investment Adviser Appointment Form if you wish to switch on behalf of your client or wish to receive an investment adviser fee?

For all Trust Applications:

- 1) If you require the policy to be issued subject to a trust, or you are applying for a Loan Trust, please complete the appropriate trust form and ensure it is submitted with your policy application.
- 2) If the Aviva Trust Company (Channels Islands) Limited is to be appointed as the sole trustee, please:
 - a) make sure that the appropriate Aviva Trust Company application form is completed
 - b) include a cheque for £300.00 (made payable to **Aviva Trust Company (CI) Ltd**) with the application

Please note:

- the Aviva Trust Company can only be used for the Excluded Property and Probate Trusts

Submitting your application

Please send us your completed application documents by either:

1) Faxing and posting to Aviva Life International Limited:

To speed up your application, first fax your documents to us on:

International Premier Portfolio applications: **0845 3004424**

All other products: **0845 300 2113**

Then send your cheque to Citibank and all the other documents to us at the following address:

Aviva Life International Limited
6 Georges Dock
International Financial Services Centre
Dublin 1
Ireland.

or

2) Submitting your documents to your usual Aviva branch:

You can find your local branch on www.aviva.co.uk/adviser/contacts