



Field
Update



November 5, 2009

Aviva announces address changes for inbound mail

Aviva USA has been working to improve customer service to our valued distribution partners and policyholders to earn the right to be your company of choice. We recently enacted a three-day service guarantee for annuity new business, and we continue to make internal changes designed to make doing business with us easier and more efficient.

Accordingly, we are streamlining our inbound mail processing, effective November 9, 2009. The only thing you need to do is begin using a new mailing address for your annuity applications and related correspondence. The new address is:

Aviva Life and Annuity Company
PO Box 10433
Des Moines, IA 50306

For items shipped via UPS or FedEx, use our physical Des Moines address, which is:

Aviva Life and Annuity Company
611 5th Ave.
Des Moines, IA 50309

As a part of this process Aviva will be updating forms with the new mailing address and making them available on Aviva Live and in Supply. We will accept forms with the old address on them.

Starting Monday, any mail sent to the Topeka addresses will be automatically forwarded to the Des Moines address, however this will delay the processing of that mail.

As we previously announced, Aviva has implemented a three-day guarantee on the processing of New Business with cash as well as a three-day guarantee for sending transfer requests upon receiving an application and transfer paperwork. **Once our new mailing address goes live, the three-day countdown will begin when the application and all requirements in good order are received at the new address. Therefore, it is important that you begin sending all regular mail to the new P.O. Box in Des Moines.**

Please note that this only impacts inbound mail. Issuing and servicing of policies will continue to be handled by the Topeka office.

If you have any questions, please contact Distribution Services at (800) 801-1486, option 1, ext. 2396.