

Aviva Zero: Thank you for choosing to chat with us. Please tell us your:

Full name

Date of birth

Postcode and

Policy number (if known)

...and we'll connect you with one of the team.

You: jeremy hans, 24/06/2002, cf35qq, AZC824936425

Hayden: Hi, welcome to Aviva Zero Live Chat. How can I help you today?

Hayden: Thanks, please bear with me while I bring up your policy details.

Hayden: How may I assist you today?

You: i sent a NCD with my policy but it wasnt accepted because it has been past two years since i had it and i was just wondering how much more will my insurance be with a new policy with NCD.

Hayden: I will take a look and provide a quote on this policy for 0 years ncd for you. I won't be a moment

Hayden: The pro rata charge to reduce your no claims discount years to 0 years until renewal would be £699.43 (all premiums include insurance premium tax, at the appropriate rate). Are you happy to proceed with this change?

You: I was also wondering how much of the full refund would i get if i cancelled my policy today.

Hayden: I can provide a cancellation quote for you. I won't be a moment

Hayden: This cancellation will be calculated taking into account all monies already paid towards your policy. If you pay monthly this also takes into account any monthly payments due in the next 10 days being debited successfully, minus time on cover charges, and a cancellation fee of £28.00 (all premiums and fees include insurance premium tax, at the appropriate rate) as per the terms and conditions. Please note any applicable direct debit will need to remain active until the due direct debit payment has been debited successfully. To cancel your policy with effect from 23:59 on 08/12/2024 results in a total refund of £1,422.51, (all premiums and fees include insurance premium tax, at the appropriate rate). The refund amount can take up to 3 working days to appear back on the card and would go to the card ending 7037. Are you happy to proceed?

Hayden: I've not heard from you for a few moments. Are you still with me? This chat will close soon if there is no reply.

You: yes im still here.

Hayden: Please do let me know how you would like to proceed and I will be happy to assist

Hayden: I've not heard from you for a few moments. Do you still require any further assistance? This chat will close soon if there is no reply.