

Excess – Key Facts

Helpful information regarding your Excess

- Your **excess** is payable **once** each **person**, every **policy year**.
- If you have to make more than one claim in a policy year you'll only have to pay **one excess**.
- If a claim or course of treatment **continues** after the **policy renewal date**, a **new excess** will be payable for the new policy year, even if you've already **paid your excess** for this claim during the **previous policy year**.
- Your **excess** will be deducted from the first eligible bill or bills we receive, and any subsequent bills until your **excess** has been deducted in full.
- We'll contact you once we receive bills for your treatment, advising who and how much to pay.
- If you have **dental or optical benefits** on your policy, these have a **separate £50 excess** applied to each, regardless of the main **excess** on your policy. This applies even if you've already paid the main **excess** in this policy year.
- Any claims made within the **excess** amount **won't impact your No Claims Discount**.
- If your policy includes **NHS cash benefit, NHS cancer cash benefit, baby bonus, hospice donation** or the **wig benefit** (cancer treatment), your **excess won't apply** to these benefits.

Helpful information regarding your excess

Did you know...you can view and track your excess online through MyAviva?
To activate or view your account just visit **aviva.co.uk/myaviva**

How to pay your excess:



Any Questions

For more information please visit the **Aviva website**



aviva.co.uk/health

Or alternatively contact us on



0800 092 4590

Calls to and from Aviva may be monitored and/or recorded