

Michelle, Aviva Canada customer

We had a fire that happened at a home that we own in Nova Scotia. We reside in Ontario.

Everything was charred right to the ground.

I don't even know how to express how I felt because I was so devastated.

First of all thankful that nobody was hurt but devastated we lost everything.

Anyway, on one of the times that I called Aviva a really nice woman put me through to Qassim. He just got on the phone and he had this way of talking to me. You know, he listened to me. Didn't, you know, interrupt or anything and he basically just said: "This is what you're covered for..."

Within 24 hours the whole claim was resolved. Like, I got everything I thought I was covered for. He took care of the file himself. You know, reinstated my faith in insurance companies.

To have somebody look after you like that with an insurance company goes a long way. And I can't thank Qassim enough for what he did for me and my family.