

Claims paid in 2018

Every day, thousands of our UK customers contact us – on the phone, online or via our MyAviva app – to make a claim. We are here to pay claims – it's why we exist, as our 2018 claims stats across all our UK businesses show.



Here are some of the main events behind last year's claims:



Liverpool Echo Arena Fire

We began getting claims on 1 January from the fire at the Liverpool Echo Arena car park, which led to more than **120 motor claims**.

We settled 90% of these within 12 days.

Fire accounts for just **1% of our motor claims**.



Heatwave

Last summer, we got **more reports of road traffic accidents than normal**. We think the dry weather and high temperatures meant **sun glare and more cars on the road** were part of the problem.



The Beast from the East

We received around **7,000 home insurance claims** due to storm, flood and freeze in the first half of the year, mostly because of the notorious 'Beast from the East' storm. 40% of our customers submitted their claims online at the height of the event. **We settled 10% of claims received on the same day.**

And here are some of the more unusual reasons behind last year's claims:



The cat in the car

A cat snuck into a customer's car as he was unloading groceries. Later, noticing his hazards were on, the customer went outside to see the cat in his car. The cat was trying to escape by clawing at the roof. The customer let the cat out and we paid the claim for interior damage. **The cat was fine.**



The hapless burglar

A burglar who tried – and failed – to break into someone's house hid in a garden shed when he was rumbled. **The burglar accidentally locked himself in the shed, making it easy for police to pick him up.** We paid the claim for damage to home (windows) and shed.



Cracked heads

We received claims for damage to the heads of Ben Affleck and Justin Bieber – or, to be more specific, their wax heads. **Fine cracks ruined the waxworks belonging to our commercial customer** and we paid the business that created them.

We are here to help our customers look to the future with confidence, through every twist and turn of their lives.