

Field
Update



May 21, 2010

Aviva USA is on the move!

Aviva USA is packing up and getting ready to move this summer into its new operations headquarters in West Des Moines, Iowa!

The move will begin the first weekend in June and continue into August. During the move, Aviva USA will be conducting business as usual. **There will be no disruptions in service to you or your clients.** We have scheduled the move to occur over two months and on weekends to ensure that we maintain service levels. Customer service will be operating as usual and agents and customers will be able to contact us as normal throughout the move process.



There will be few differences in the way you contact us after the move. Our company email addresses and (800) phone lines will remain the same. All Des Moines associates will have a new direct-dial phone number with a 342 prefix. New direct-dial telephone lines will become "515-342-XXXX." Most associates will keep the same four-digit extension number they currently use.

Our Commitment to You

The new U.S. operational headquarters exemplifies Aviva's commitment to "Building Insurance Around You." Having all Des Moines employees in the same space, instead of the three buildings we currently occupy, will save money and time. The new building will add to and improve our employee culture and translate into a superior customer experience. New physical surroundings are designed to facilitate collaboration and teamwork across the organization.

Once the facility is completely operational, we'll have dedicated space for agent training sessions and other meetings, eliminating the cost of renting space. New technology will allow Aviva to save money on travel by doing more video conferencing.

The design of the new building demonstrates our commitment to minimizing our impact on the environment. The new operations headquarters facility design will comply with guidelines adopted by the Leadership in Energy & Environmental Design (LEED), and our goal is to achieve gold-level LEED certification.

Please continue to watch Aviva Live for updates throughout the next several weeks. If you have any questions, please contact your Sales Director or Sales Support team.