



Field
Update



November 7, 2011

Aviva Websites Down for Maintenance

Aviva websites including avivausa.com, the Aviva Agent Portal, MyAviva (Consumer), and Aviva Edge portals will be unavailable for planned system maintenance beginning **Friday, November 11, at 3 p.m. (CST) until Monday, November 14, at 6 a.m. (CST).**

A second outage will occur over the Thanksgiving holiday starting **Wednesday, November 23, at noon (CST) until Monday, November 28, at 6 a.m. (CST).**

Based on feedback from our customers – you and your clients – we’re continuing to invest in the tools our customers need as we build insurance around YOU. This maintenance activity will reinforce our technology infrastructure.

We promise to make every effort to communicate planned maintenance to you in a timely fashion to help minimize the impact to you or your clients. If you anticipate needing anything from the sites, please be sure to log on before the scheduled outages.

Thank you for your patience as we continue to make enhancements to our websites and thank you for being an Aviva partner.