



St Helen's, 1 Undershaft, London, EC3P 3DQ Telephone +44 (0) 20 7283 2000 [www.aviva.com](http://www.aviva.com)

26 April 2011

Dear General Accident Preference Shareholder,

## General Accident plc Annual Report and Financial Statements 2010

Our records indicate that you have elected to receive hard copies of shareholder documents and accordingly, General Accident plc's Annual Report and Financial Statements for the year ended 31 December 2010 is enclosed. The Annual Report is now also available to download from the Aviva website and can be accessed directly from [www.aviva.com/gareports](http://www.aviva.com/gareports). Please note that you will need to have Adobe Acrobat Reader software installed on your computer or any other web enabled device to view documents on the Aviva website.

If you no longer require hard copy versions of shareholder documents such as the Annual Report and Financial Statements and are happy to view documents on the Aviva website, you may change your election at any time by notifying the Company's Registrar, Equiniti, at Aspect House, Spencer Road, Lancing, West Sussex, BN99 6DA, UK or by calling the shareholder helpline on 0871 384 2953\*. You will need to state your name and Shareholder Reference Number which can be obtained from your most recent dividend tax voucher.

Please note that Computershare Investor Services PLC will be replacing Equiniti as the Company's Registrar later this year. Further details, including full contact details, will be made available on [www.aviva.com/preferenceshareholders](http://www.aviva.com/preferenceshareholders) nearer the time and incorporated into all future shareholder communications following the transition. Prior to this transition, all queries relating to your Aviva shares should continue to be directed to Equiniti.

Yours sincerely

A handwritten signature in black ink, appearing to read "Kirstine Cooper".

Kirstine Cooper  
Company Secretary  
General Accident plc

\*Calls to this number are charged at 8p per minute from a BT landline. Charges from other telephone providers may vary. Lines are open from 8.30am to 5.30pm, Monday to Friday UK time. If you are calling from outside the UK please dial +44 (0) 121 415 7046.