

Shareholder Communications



It is our policy to use the aviva.com website to communicate with shareholders wherever possible, unless you request to receive hard copy documentation. The purpose of this form is to give you the opportunity to confirm how you wish to receive shareholder communications.

Receiving communications from us electronically has a number of advantages:

- Saving paper, helping us limit our environmental impact;
- Providing easy access and faster delivery of documents; and
- Realising cost efficiencies on the delivery of documents.

Please tell us how you want to receive your future shareholder communications and documents. The options open to you are set out below. Please note that if you do not return this form in the enclosed reply paid envelope or register online at www.aviva.com/ecomms within 28 days of receipt of this form you will be deemed to have elected for option 2. This means that you will no longer receive hard copy documents and instead you will receive written notification when shareholder communications are available via our website.

You will be able to change this election at any time by contacting the Company's Registrar, Equiniti, at Aspect House, Spencer Road, Lancing, West Sussex BN99 6DA, United Kingdom. You will need to have Adobe Acrobat Reader software installed on your computer or any other web enabled device to view documents on our website. Notwithstanding any election, the Company may, at its sole and absolute discretion, send any notification or document to shareholders in hard copy form.



Option 1

To receive **email notifications** when shareholder communications are available on our website.

To choose this option register at www.shareview.co.uk within 28 days of receipt of this form.



Option 2

To receive **written notifications** when shareholder communications and documents are available on our website.

To choose this option, you need take no further action.



Option 3

To receive **hard copy** shareholder communications and documents through the post.

To receive communications and documents in the traditional paper form, please fill in the details on the tear-off form below. Once you have completed the form and made your election, please return it to the Company's Registrar, Equiniti, using the reply paid envelope provided within 28 days of receipt of this form.



Please cut along the line

Shareholder communications election form

If you would like to receive hard copy communications and documentation please complete and return this form to our Registrar, Equiniti, Aspect House, Spencer Road, Lancing, West Sussex, BN99 6DA, United Kingdom using the reply paid envelope provided.

+ Forename

Surname

+

Shareholder reference
(Found on your share certificate)

Address (including postcode)

I wish to receive hard copy shareholder communications and documents at my registered address.

Signed

Date

+

Did you know

you can make your elections online by registering at www.aviva.com/ecomms

Please return this form in the reply paid envelope provided, to

Equiniti, Aspect House, Spencer Road, Lancing, West Sussex, BN99 6DA, United Kingdom

Equiniti Limited and Equiniti Financial Services Limited are part of the Equiniti group of companies and whose registered offices are Aspect House, Spencer Road, Lancing, West Sussex, BN99 6DA, United Kingdom. Telephone 0845 607 6838. Company share registration, employee scheme and pension administration services are provided through Equiniti Limited, which is registered in England & Wales with No. 6226088. Investment and general insurance services are provided through Equiniti Financial Services Limited, which is registered in England & Wales with No. 6208699 and is authorised and regulated by the UK Financial Services Authority.

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