

Friends Life Pipeline to close

Aviva have advised that from 15th June they will be making some changes to the Friends Life pipeline cases. Please see additional information below from Aviva.



It's hard to believe it's been nearly seven months since we launched our integrated proposition, bringing together the best elements of the heritage Friends Life and Aviva propositions.

Since we purchased the Friends Life Group Limited in April 2015, we've given a lot of thought to how we best approach the transition to a single company with the aim of minimising the impact on you and your clients.

As part of this transition, we've recently reviewed the Friends Life pipeline with a view to closing this down to all new business by 1st October 2017. With this in mind, we're going to be carrying out some housekeeping and we want to make you aware of our plans.

We've set out the changes we'll be making with effect from 15th June 2017 below.

Part-saved applications

- We'll delete any cases more than 180 days old - including cases awaiting tele-interview - and submitted cases that haven't reached an underwriting decision.
- We'll cancel any cases more than 365 days old.

Terms offered - policy not yet started

- We'll delete any applications where terms were offered more than 120 days ago.

Incomplete reinstatement cases

- We'll delete any applications not actioned in the last 90 days
- We'll remove the reinstate function from Mercury.

In all instances, once cases have been cancelled, they cannot be reinstated so we recommend you review your pipeline and take any necessary action.

Further information

If you have any questions, please either contact your account manager or call the Friends Life customer services team on 0345 600 3122.

Regards,

A handwritten signature in blue ink that reads "Mark Cracknell". The signature is written in a cursive style with a large initial 'M'.

Mark Cracknell

Head of Protection Distribution

Best regards,
LifeQuote Team
22/05/2017