



Field
Update



November 2, 2011

Make sure your production counts for 2011

With the end of 2011 fast approaching, we want to ensure your Aviva Life & Annuity new business is processed as quickly as possible, allowing you to meet your annual production goals.

In order to make sure your business is processed before year-end, we are providing you with established year-end processing deadlines below for both life and annuity business. Please note that business received after the dates stated below will be processed in the order received and may be issued in 2011 or 2012 based on volumes.

Please note: Aviva will be closed for the holidays the following dates:

- **Wednesday, November 23, 2011 at 12 p.m. CST**
- **Thursday, November 24, 2011**
- **Friday, November 25, 2011**
- **Friday, December 23, 2011**
- **Monday, December 26, 2011**
- **Monday, January 2, 2012**

<i>Aviva Holiday and Year-End Processing Deadlines</i>	
Life	Annuity
<u>11/22/11 12 p.m. CST</u> <ul style="list-style-type: none">• All premium and outstanding requirements must be received in good order to be processed prior to holiday close	<u>11/18/11 12 p.m. CST</u> <ul style="list-style-type: none">• New applications, premium and outstanding requirements must be received in good order to be processed prior to holiday close
<u>12/19/11</u> <ul style="list-style-type: none">• Requests that require multi-day processing, such as term conversions, internal exchanges, reinstatements, etc.	<u>12/16/11</u> <ul style="list-style-type: none">• 2011 Required Minimum Distribution requests
<u>12/20/11</u> <ul style="list-style-type: none">• New Life Applications• All outstanding underwriting requirements• All outstanding policy issue instructions for cases without premium	<u>12/27/11</u> <ul style="list-style-type: none">• New Annuity Applications with cash in good order• Outstanding requirements for applications with cash in good order• Rollover/1035 funds for business in good order received at Aviva
<u>12/30/11 12 p.m. CST</u> <ul style="list-style-type: none">• All outstanding issue instructions for policies with premium in house• All outstanding delivery requirements• Initial premium to include 1035 initial premium	

For more information, please contact Aviva Annuity New Business at 800-255-2405 or Aviva Life New Business at 800-800-9882.

Thank you for your business and continued support for the remainder of 2011.