

Aviva introduces eCall assistance

– a 24/7 automated emergency call assistance service to provide rapid response for distressed drivers in emergency situations.



Automated emergency call assistance

UP TO **40%**

Faster reaction in emergency situations



Smart sensor designed for crash detection

24/7
HOURS SERVICE

For drivers in need

Since 2010, an average of **3,550*** car collisions were reported every year



How does it work?



Setting up

1. Download "Aviva eCall Assistance" app on your mobile phone
2. Enter policy details and emergency contacts

Installing the device

1. Install eCall plug in your car
2. Turn on mobile phone's bluetooth and pair device



If an accident occurs

The eCall plug automatically detects the collision, assesses severity, and transmits the information to the app



Instantly alerted

The app instantly alerts your emergency contacts and Aviva's helpline, along with details such as the driver's location

Getting in touch

Helpline personnel will get in touch to provide assistance



Depending on accident severity



Emergency ambulance



Tow-trucks service



Guidance on post-accident procedures



Arrange a ride home



DID YOU KNOW?

Car breakdown or feeling sick whilst on the road? Send us a text via the eCall app, and we'll get back to you.

For more information, visit

aviva.com.sg/car