

#### 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



Faster reaction in emergency situations



Smart sensor designed for crash detection



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





Emergency ambulance



Tow-trucks service



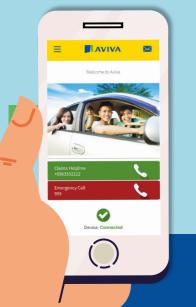
procedures

Guidance on post-accident



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.

aviva.com.sg/car Q

For more information, visit