

Customer complaints

Allianz Insurance plc



Our aim is to get it right, first time, every time. If we make a mistake we will try to put it right promptly.

An easy to use complaints procedure has been established for the benefit of all our customers.

If you are a policyholder, please contact our office which usually handles your business, or the Customer Satisfaction Manager whose address will be on your policy documentation.

If that information is not available, or you are unable to find the address, then please contact the appropriate business area (listed below). A member of staff will be able to direct you to the relevant Customer Satisfaction Manager.

Allianz Engineering

Haslemere Road

Liphook

Hampshire

GU30 7UN

Phone 01428 722407

E-mail customer.satisfaction@allianzengineering.co.uk

Allianz Commercial

57 Ladymead

Guildford

Surrey

GU1 1DB

Phone 01483 552438

Claims 01483 553035

E-mail accscsm@allianz.co.uk

Allianz Personal Lines

2530 The Quadrant

Aztec West

Almondsbury

Bristol

BS32 4AW

Phone 01454 457745

Claims 01483 553035

E-mail personallines.complaints@allianz.co.uk

Cornhill Direct

2530 The Quadrant

Aztec West

Almondsbury

Bristol

BS32 4AW

Phone 01454 457745

Claims 01483 553035

E-mail complaints@cornhilldirect.co.uk

Allianz Legal Protection

Redwood House

Brotherswood Court

Great Park Road

Bradley Stoke

Bristol

BS32 4QW

Phone 0870 243 4340

E-mail legalprotection@allianz.co.uk

Allianz Schemes

Allianz Musical Insurance

Allianz House

6 Vale Avenue

Tunbridge Wells

Kent

TN1 1EH

Phone 01892 703416

E-mail schemesdsm@allianz.co.uk

Please turn over...

Once we have received your complaint:

Within 5 business days we will:

Confirm that we have received your complaint, and

Give you the name of the person who is dealing with your complaint. This individual will have been fully trained to deal with the matter in an objective manner.

Within 4 weeks of receiving your complaint we will:

Either:

Let you have our final response with the reasons for it

Or:

Explain why we are not in a position to give you a final response and let you know when we expect to be able to provide it

Within 8 weeks of receiving your complaint we will:

Either:

Let you have our final response with the reasons for it

Or:

Explain why we are not in a position to give you a final response and let you know when we expect to be able to provide it, and

Provide you with the contact details for the Financial Ombudsman Service

If you are dissatisfied with our final response, or with the reasons for any delay in responding to you, you can usually refer your case to:

The Financial Ombudsman Service

South Quay Plaza

183 Marsh Wall

London

E14 9SR

Phone 0845 080 1800

E-mail enquiries@financial-ombudsman.org.uk

The Financial Ombudsman Service offers a free, independent service for resolving disputes about most financial matters.*

Referral to the Financial Ombudsman Service must usually be made within six months of the date of our final response.

In some circumstances a complaint may not be eligible for referral to the Financial Ombudsman Service. In such cases you will receive guidance from staff at the Ombudsman about your options, or you may wish to seek your own professional or legal advice.

*Source: www.financial-ombudsman.org.uk