



Quality Cover
from A to Z

Special Offers Inside

Allianz 

All your insurance in one place. All for you.

One good deal deserves another!

Dear Customer,

At Allianz, we want to make things as rewarding for you as possible. As our customer, do you know you can get 10% off other new policies taken out directly with us?

For over 120 years we've been protecting individuals and families throughout the island of Ireland. We offer a wide range of insurances for your car, home, buy-to-let property, holiday home, pet, travel, commercial vehicle, taxi, pleasure craft and even horse and rider insurance.

For a quick and friendly quote, call the Direct team on **1890 48 48 48**, visit **www.allianz.ie** or **free text Quote to 50048**.

We look forward to providing you with a competitive quote and meeting all of your insurance needs now and in the future.

Thank you for your choosing Allianz.

A blue ink handwritten signature, appearing to read 'Robert McEvoy', with a long, sweeping underline that extends to the right.

Robert McEvoy
Head of Direct Business.

P.S. Your emergency service wallet card is attached at the back of this document. This is the number you need to call in the event that you need emergency assistance. Please keep this card in your wallet or save it on your mobile.

* Terms, conditions and minimum premiums apply. Discounts only apply to new policies placed with Allianz directly.

€10 off applies to a new travel policy. This offer cannot be used in conjunction with any other offer, discount or promotion. Offer ends 30th June 2012.

As a valued Allianz customer, anytime you buy an additional Allianz insurance policy, you will get a **10% discount***. Call us or visit our website for a quotation on any of our products listed below.



Home
Insurance



Buy-to-Let Property
Insurance



Commercial Vehicle
Insurance



Taxi
Insurance



Holiday Home
Insurance



Car
Insurance



Pleasure Craft
Insurance



Horse & Rider
Insurance



Pet
Insurance



Travel
Insurance

**Get 10% off any of
these products!**

*Terms, conditions and minimum premiums apply. €10 off applies to a new travel policy.

This offer cannot be used in conjunction with any other offer, discount or promotion. Offer ends 30th June 2012.

Call us now for a quote on

1890 48 48 48

or visit our website
www.allianz.ie

We want to hear from you...

Tell us what you think

At Allianz we believe it is important to find out what our customers think of us. That is why we contact many of our customers on a regular basis to give them the opportunity to express their judgement on the quality of the service provided. Allianz uses this information as the basis for service improvements for the benefit of all our customers.

Who will be contacted?

- After various points of contact, such as settlement of a claim, or renewal of a policy, you may receive a phone call aimed at measuring the quality of service that you experienced.
- You will be asked the following question, "On a scale of 0-10 how likely is it that you would recommend Allianz to a friend or colleague?" You will also be asked the reason for this score.
- You will not be asked to disclose any personal information such as name, address or date of birth.
- At the end of the phone call you may be asked if you would be willing to discuss your score and comments further. If you agree, an Allianz staff member will call you in the following week to discuss.
- Your evaluations are collected in accordance with Data Protection and Privacy laws and are analysed by Allianz in order to ensure that we provide our customers with excellent customer service at all times.

Tell us if you have any issues

Any case of dissatisfaction is treated with respect and is appreciated and valued as an opportunity to correct causes of disappointment and to improve our services. This is why we ask our customers to point out any situations in which we didn't

meet service expectations. All feedback is reviewed by our Customer Focus Team in order to plan improvements that will meet and exceed our customers' expectations.

Our Complaints Policy

We are committed to resolving any complaints you may have in line with our complaints policy:

- We will listen to and respect your views.
- We will apologise for any errors or inconvenience caused.
- We will acknowledge your complaint as soon as possible and always within 48 hours, by phone, email or letter.
- We will make every effort possible to resolve your complaint within 5 days.

Our full Complaints Policy is available on our website www.allianz.ie where you can also provide feedback on-line.

How to contact us

- Email us at info@allianzdirect.ie
- Phone us on 1890 48 48 48 and speak to any of our Customer Services team.
- Write to us at PO Box 48 48, Freepost, Dublin 4 and address your feedback to the Head of Customer Focus.
- Freetext 50048

Allianz

Emergency Service For

**HOME ■ MOTOR ■ PLEASURE CRAFT
■ TRAVEL INSURANCE ■ TAXI**

In the event that you need emergency assistance call:

Republic
of Ireland

1890 48 48 48

Outside Republic
of Ireland

+353 1 6133 666

24 hours a day – 365 days a year

Allianz
Allianz House
Elmpark
Merrion Road
Dublin 4.

Tel: 1890 48 48 48
Fax: 01 660 5214
Website: www.allianz.ie
E Mail: info@allianzdirect.ie
Allianz Mobile: [m.allianz.ie](tel:m.allianz.ie)
Freetext: 50048

Allianz p.l.c. is regulated by the Central Bank of Ireland.
Terms & Conditions apply. Calls may be recorded.

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1890 48 48 48 www.allianz.ie