



# Complaints Procedure

# Complaints Procedure

## Our Commitment to You

At Allianz plc, we are dedicated to providing the highest level of customer care. We understand that sometimes things can go wrong. If you have concerns, please let us know, and we will work hard to improve our service to meet your expectations.

## Who can make a complaint?

If you are a policyholder, prospective policyholder or have made a claim, you can let us know if you are unhappy with our service or products. We will also accept complaints from third parties if they have permission from the person involved.

**Important Note:** If you bought your policy through a broker or intermediary, please contact them first if your complaint is about the sale of your policy or their services. If you are not satisfied with their response, you can reach out to us for further assistance.

## How to make a complaint

You can submit a complaint online at <https://www.allianz.ie/help/complaints.html>.

You can also write or call us at:

- Allianz plc, Direct Division, PO Box 48 48, FREEPOST, Dublin 4
- Phone: **01 448 48 48** (lines open Monday to Friday 8am - 6pm and Saturday 9am - 1pm)

When making a complaint, please include:

- Your policy and / or claim number
- A brief description of your complaint
- Your contact details (phone number, e-mail address).

## What happens next:

- We will acknowledge your complaint within 5 business days, unless it has already been resolved. We will provide you with a point of contact that will be handling your complaint
- The person who receives your complaint will handle it fairly and consistently, aiming to resolve it as soon as possible

- If your issue is complex or takes more time to resolve, we will keep you updated regularly on our progress, at least every 20 business days
- If we have not able to resolve your complaint and 40 business days have passed, we will let you know how much longer we think it will take to resolve your complaint. We will also advise you of your right to refer your complaint to the Financial Services and Pensions Ombudsman and we will provide you with their contact details
- We will inform you in writing, within 5 business days of completing our investigation, explaining the outcome and any offer or settlement.

## What if you are not happy with our response?

If you are not satisfied with how we resolved your complaint, you can refer your complaint to the Financial Services and Pensions Ombudsman (FSPO), an independent body.

Contact details:

The Financial Services & Pensions Ombudsman, Lincoln House, Lincoln Place, Dublin 2, D02 VH29

Phone: **01 567 7000**

Email: **[info@fspo.ie](mailto:info@fspo.ie)**

More information about the FSPO is available on the FSPO website, [www.fspo.ie](http://www.fspo.ie).

## Claims

We understand that making a claim can be stressful. We aim to achieve the best outcome for you, quickly and fairly.

As part of our claims handling process we will engage with you to make a settlement offer that is fair and reasonable. We will issue our settlement proposal to you, and you will have 10 working days to accept or reject the settlement proposal.

At times when we settle claims for reimbursement costs incurred by you such as repair costs following an accident or pet claim vet fees, we will issue a direct settlement to ensure you are reimbursed quickly. Should you ever feel dissatisfied with the service we provide to you as part of the claims process, you have the right to complain. Please see our complaint procedure above.

**Allianz p.l.c.**

Allianz House  
Elmpark  
Merrion Road  
D04 Y6Y6  
Dublin 4.

Tel: 01 613 3000

Website: [www.allianz.ie](http://www.allianz.ie)

CPROI 03/26 KD

Calls may be recorded or monitored for regulatory, training and quality purposes.

Allianz p.l.c. is regulated by the Central Bank of Ireland.