

Allianz Partners - General Insurance Complaints & Dispute Resolution policy

Allianz Partners is committed to delivering high standards of service to our customers. However, we do recognise that sometimes we may not meet your expectations. We welcome the opportunity to hear from our customers as this helps us understand what we are doing well. It also provides insight into the areas we need to improve.

We aim to resolve any complaints in a fair and timely manner. We will act reasonably and respectfully towards you at all times and treat your complaint as a valued and serious matter. The complaints and disputes process is free of charge to all customers, including the provision of documentation which you may require, in accordance with the [Allianz Partners Privacy Policy](#).

We will act in accordance with the expectations and standards expected of us, both by our customers and the regulators. We will correct errors we have made in a timely manner and keep you informed as to the progress of your complaint.

Should you have questions or comments about our service or wish to lodge a complaint (or have someone lodge a complaint on your behalf) there are many ways in which you can do this, including:

Mail	Allianz Partners Locked Bag 3014 Toowong DC Queensland 4066
Phone – Customer experience team	1800 420 031
Email	idrcommittee@allianz-assitance.com.au
Website	https://www.allianzpartners.com.au/contact/
Facebook	https://www.facebook.com/AllianzAssistanceAustralia

Should you require additional assistance, please contact us via the above details. Our contact details can also be found within your Product Disclosure Statement or claim correspondence.

What happens once we receive your complaint?

Acknowledgement

If you contact us, and we are unable to resolve your complaint immediately, we will send you an acknowledgement of your complaint within one (1) business day. This will include a reference number so that you can track the progress of your complaint.

Assessment / Investigation

We will investigate the complaint and do all we can to resolve the matter as soon as possible. We will keep you updated at least every 10 days. We will tell you the name and relevant contact details of the person assigned to liaise with you about your complaint and may contact you for additional information to assist us in our review of your complaint.

Timeframes

We aim to resolve all complaints within 30 days, however, sometimes this is not possible when matters are very complex, or if we require further information from you. In these cases, we will keep you informed of our progress. We will propose an alternative timeframe in order to respond with an outcome of your complaint.

Complaint Response

When we have finalised your complaint, we will send you a written response, outlining our decision and the reasons for that decision.

If you are not satisfied with our proposed resolution of your complaint, or it remains unresolved for greater than 30 days, you may choose to refer the matter to the Australian Financial Complaints Authority (**AFCA**).

AFCA's contact details are:

The Australian Financial Complaints Authority
GPO Box 3
Melbourne
VIC 3001
1800 931 678
www.afca.org.au

info@afca.org.au

Please note that AFCA has limitations of the types of complaints it will accept. Please refer to AFCA's website for the latest information.

This complaints policy will be reviewed on an annual basis. Upon request, this policy can be supplied in paper format. Please contact us for other accessibility options.