

# Allianz Broker Service Charter

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## Communications

- We will endeavour to answer all calls within 3 rings
- Calls to our offices will be returned on the day they are received
- Up to date names and direct dial telephone numbers of key staff and their roles, will be circulated to you on a quarterly basis
- When out of office, we will provide you with notification of return date and the contact details of an alternative colleague

## Documentation

### Quotations

#### Personal Lines:

- Products are available electronically via [www.allianzbroker.com](http://www.allianzbroker.com) and/or broker quotation platform
- For Household insurance where risks are of a non standard nature, details can be directed to our Household Team [household@allianz.ie](mailto:household@allianz.ie). For Motor insurance, quotations for policies that do not fit EDI are no longer available

#### Commercial Lines:

- Products are available electronically via [www.allianzbroker.com](http://www.allianzbroker.com) (for specific products only) and/or broker quotation platform
- Where risks are not catered for within our broker extranet site or are of a non standard nature, details can be directed to our New Business Team (01) 6133921 or your Business Development Executive. We will acknowledge your submission within 48 hours of receipt and provide you with a quotation within 5 working days of receiving all relevant information

### Policy Documentation

- We will issue confirmation of cover within 5 working days of receiving completed documentation
- We will issue policies within 5 working days thereafter



## Endorsements

- We will issue endorsements for personal lines business within 5 working days of notification\*
- We will issue motor certificates, for permanent substitutions, within 5 working days of notification\*
- We will issue endorsements for commercial classes of business within 5 working days of notification\*

## Renewal Notices

- We will issue renewal terms (including motor proof of bonus) either electronically or on paper on a weekly basis 6 weeks prior to renewal date or where we are awaiting additional information, renewals terms will be issued within 48 hours of receiving such information
- If there is a possibility of capacity being withdrawn on any risk, we will advise you 6 weeks prior to renewal date

## Statements of Account

- Electronic statements of account will be published on the fourth working day of each month
- Paper statements of account will be issued to you on or before the seventh working day of the month
- Queries on accounts will be responded to within 5 working days

## Electronic Channels

#### Personal Lines:

- Household new business (where not processed via Broker platform) should be placed via our Broker extranet [www.allianzbroker.com](http://www.allianzbroker.com). Mid Term Adjustments can be emailed to [Household@allianz.ie](mailto:Household@allianz.ie)
- Motor should be placed via EDI.
- eForms is a streamlined way to submit Mid Term Adjustment requests on all classes of business and ensures the instruction always reaches the correct area. eForms are available via [www.allianzbroker.com](http://www.allianzbroker.com)

#### Commercial Lines:

- Retail, Office, Hospitality, Property Owners, Apartment, Sports and Social, Commercial Vehicle and Tradesman products can be transacted on our Broker extranet [www.allianzbroker.com](http://www.allianzbroker.com)

\*Subject to receiving necessary/completed documentation

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## Claims

### Motor Damage Claims

To ensure that the car is repaired promptly and properly following an accident, we work in partnership with our approved repairers, who are empowered to take immediate steps to arrange repairs and who will supply a courtesy car, for up to 5 days, whilst repairs are being carried out.

- Our assessor will make contact to arrange inspection within 1 working day of receiving the necessary details
- We will advise of the agreed repair figures within 2 working days of final inspection
- We will advise of the overall cost of the claim within 5 working days of settlement

### Property Damage Claims

- Please notify us of any new property damage claims via [www.allianzbroker.com](http://www.allianzbroker.com) which is available in a user friendly format and only requires provision of basic customer information and details of the loss
- Our Loss Adjuster (if applicable) will make contact to arrange inspection within 24 hours of the loss being notified to us

### Marine Claims

Marine surveys will be carried out within 24 hours of the claimant advising availability for survey

### Cheque Issue

- We will issue settlement cheques within 3 working days of receipt of completed documentation, and subject to the claim being in order

### Personal Injury Claims

- We will advise of decisions on liability prior to settlement negotiations. If clarification of a plaintiff's allegations is required we will provide copies of pleadings on request
- We will advise of significant developments throughout the life of the claim e.g. a major development on liability issues or significant change in a medical condition
- We will advise within five working days on each of the following:
  - (a) the agreement of final claims settlement figures
  - (b) the agreement of final costs
- Outstanding claim files of major clients will be reviewed with you on an agreed schedule



## Claims Handling

- The prompt and satisfactory processing of claims, including recoveries, calls for close co-operation between our broker partner and us. We depend on you to provide us with all necessary information and documentation in a timely manner. In particular, please quote our reference numbers on all claims correspondence

## If a problem arises

In this Charter we have set down standards of service governing the major aspects of our business

If you are unhappy with our service for any reason, we will seek to address your concern as quickly as possible. We view all feedback as an opportunity to improve our service

If our service falls below an acceptable level, we believe we have an obligation to ensure that you have access to immediate action. We have a Customer Feedback Database for tracking, analysing and allocating your feedback so that it is dealt with rapidly and by the most suitable person

If you have a problem, we would ask you in the first instance to speak directly to the Business Manager in a particular area, Business Development Executive or alternatively you can email [info@allianz.ie](mailto:info@allianz.ie)

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