

Important Contact Details



Date: November 2017

Commercial Operations

Commercial Operations Manager:
Karen McVicker

SME - Liability, Business Master & Property

Team Manager:
Gerry Whelan (01) 613 3866
SME Team phone no: (01) 613 3931

Team e-mail: commercial@allianz.ie
Team fax no: (01) 613 4460
Jer O'Toole (01) 613 3498
Annmarie Loughrey (01) 613 4029
Paddy Kelly (01) 613 3155
Rhona Molloy (01) 613 3603
Siobhan Hoyne (01) 613 3997
Stephen Howorth (01) 613 3338
Roisin Monaghan (01) 613 1275

New Business Team - Mid Market Commercial Combined

Team Manager:
Audrey Hannon (01) 613 4084

Team phone no: (01) 613 3921
Niamh Murphy (01) 613 3742
Rosemary Murphy (01) 613 3326
Ronan Houlihan (01) 613 3104
Pat O'Mahony (01) 613 3029

Packages - Retail, Office, Apartments, Property Owners

Packages Team phone no: (01) 613 926/3980
Team e-mail: ecommercial@allianz.ie
Team fax no: (01) 613 4477
Aileen Dempsey (01) 613 3027
Eimear Swan (01) 613 3424
Gwen McIntyre (01) 613 3448
Jennifer Harding (01) 613 3329

Sports & Social

Sports & Social Team phone no: (01) 613 3927
Team e-mail: soc@allianz.ie
Team fax no: (01) 613 3642
Martin Oakes (01) 613 3616
Lisa Walsh (01) 613 3117
Ronan Cassidy (01) 613 3135
Emer Mulrooney (01) 613 3105
Karen White (01) 613 3108

Customer Relationship Team

Unit Leader:
Michael Lambert (01) 613 3024

Team phone no: (01) 613 3929
Laura Meaney (01) 613 3824
Cliona Keogh (01) 613 4067
Team e-mail: acorn@allianz.ie

Corporate Risk

Business Manager:

Adrian Sullivan (01) 613 3093
Team e-mail: corporaterisks@allianz.ie
Team fax no: (01) 613 3643

Motor

Ray Coy (01) 613 3615
Therese Tynan (01) 613 3056
Vincent Kirwan (01) 613 3249
Christine Jordan (01) 613 3487
Emma Moran (01) 613 4138

Liability

Christine Bruce (01) 613 3364
John Reynolds (01) 613 3120
Morgan Pembroke (01) 613 3074
Jonathan Keddie (01) 613 3959
Dermot O'Leary (01) 613 3374

Property

Maura Greaney (01) 613 3158
Martha Early (01) 613 3431
Hugh O'Hare (01) 613 3391
Lorraine McEvoy (01) 613 3468
Stephen Kelleher (01) 613 3028
Jonathan Casey (01) 613 3227

Healthcare

Cathal Leonard (01) 613 3714
Keith Finnegan (01) 613 3205
Conor Sheehy (01) 613 3104

Financial Lines Manager

Adrian Byrne (01) 613 3340

Financial Lines Underwriter

Padraic McConnan (01) 613 3436

Services For You

EDI Helpdesk 1850 668 844 /
edi@allianz.ie

Internet (B2B) site: allianzbroker.com

Internet (sign in queries) (01) 613 3955

Stationery Supplies: stationerysupplies@allianz.ie

Customer Feedback:

Your feedback is important to us at Allianz. If you have any comments to make about any aspect of our service please email info@allianz.ie.

Personal Lines

Personal Lines Operations Manager:

Deirdre Connaughton

Private Car

Team Manager

Jennifer Reilly

Team e-mail: teammotor@allianz.ie

Team phone no: (01) 613 3899

Team fax no: (01) 613 4454

*Please contact instalment billing for all queries regarding direct debits

Home & Pleasure Craft

Team Manager

Paul Reidy

Team Phone: (01) 613 3964

Team Emails: household@allianz.ie

brokerpleasurecraft@allianz.ie

Team fax no: (01) 613 4475

Commercial Vehicle

Team Manager

James Moran

Team e-mail: ogr@allianz.ie

Team phone no: (01) 613 3899

Team fax no: (01) 613 3635

Operational Finance

Operations Manager - Operational Finance

Stephen Campbell (01) 613 3807

Team Manager

James Lenehan (01) 613 3153

Unit Leader Instalment Billing

Lisa Cunningham (01) 613 2961

Team e-mail: creditcontrol@allianz.ie

Operational Finance (continued)

Team phone no:

Credit Control: (01) 613 3958

*Instalment Billing: (01) 613 3909

Cashiers: (01) 613 3948

Team fax no: (01) 613 3649

eStatements: allianzbroker.com

eStatement queries: (01) 613 3958

eStatement sign in queries: (01) 613 3950

EFT e-mail: Brokerbankpayments@allianz.ie

Group Credit Controller

Briege Johnstone (028) 9089 5616

*Please contact instalment billing for all queries regarding direct debits.

Niche

Religious/Education

Business Manager

Philip Marshall (01) 613 3419

Unit Leader

Denise Cuggy (01) 613 3420

Team e-mail: education@allianz.ie

Team phone no: (01) 613 3966

Team fax no: (01) 613 3630

Guarantee

Business Manager

Adrian Sullivan (01) 613 3093

Team email: guarantee@allianz.ie

Team phone no: (01) 613 3144

Team fax no: (01) 660 9756

Marine & Aviation

Business Manager

Adrian Sullivan (01) 613 3093

Team Contact

Keith Cunningham (01) 613 3253

Team e-mail: marine@allianz.ie

Team phone no: (01) 613 3905

Team fax no: (01) 660 5246

Claims

Property Damage Claims

Business Manager

Therese Weber (01) 613 3747

Team e-mail: propertydamage@allianz.ie

Team phone no: (01) 613 3990

Team fax no: (01) 613 4482

Your customer can call our Assist Line for Household Assistance or an Emergency Tradesperson – 24 hours a day 365 days a year, on (01) 613 3990.

Motor Damage Claims

Business Manager

Theres Weber (01) 613 3747

Team e-mail: motordamage@allianz.ie

Team phone no: (01) 613 3990

Team fax no: (01) 613 4455

Personal Injury & Marine Claims

Business Manager

Martin Kelly (01) 613 3356

Personal Injury:

Team e-mail: newpi9@allianz.ie

Team phone no: (01) 613 3992

Team fax no: (01) 613 3633

Marine:

Team e-mail: marineclaims@allianz.ie

Team phone no: (01) 6133908

Team fax: (01) 6134469

Services For Your Customer

Emergency Service

Your customer can call our Assist Line for Motor or Household Assistance – 24 hours a day 365 days a year

(01) 613 3990

Aligned Repairer Network

If your customer avails of this service the benefits include:

- Free courtesy car (class A) for up to 5 days (or 14 days if the car is stolen)
- Dedicated panel of repairers with country-wide coverage
- Repairs guaranteed for 3 years
- We pay the bill directly to the repairer (subject to excess)

Call (01) 613 3990 to avail of this service

Windscreen

By contacting (01) 613 3990 your customer will be directed to one of our suppliers, where they can have any windscreen or body glass repaired or replaced and Allianz will pay the supplier directly. This is a countrywide service with mobile capabilities. Your customer can also contact our standard claims service.

Glass

If your customer has suffered damage to a window or door, they can use our nationwide glass replacement service called Glasscare in addition to our standard claims service.

Our glaziers will replace your customers damaged door or window and Allianz will pay the glazier directly. Your clients are responsible for payment of the policy excess to the repairer.

Please have them call us to organise a glazier who will contact them within 24 hours to carry out the repair. In an emergency (outside of office hours) Glasscare can be contacted on **1890 253 056**.

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

Please note call provider charges may vary.