

Complaints procedure

How long will it take us to look into your complaint?

Within 5 days

We'll confirm that we've got your complaint, and give you the name of the person who's looking into it.

Within 4 weeks

We'll either:

- Send you our final response to your complaint and tell you our reason for it
- Or explain why we can't give you a final response just yet and let you know when we can

Within 8 weeks

We'll either:

- Send you our final response to your complaint and tell you our reasons for it
- Or explain why we still can't give you a final response, let you know when we can, and tell you how to get in touch with the Financial Ombudsman Service if you want to

If you have a complaint please contact our Customer Satisfaction Manager

at: Allianz Insurance plc, Great West House (GW2), Great West Road,

Brentford, Middlesex, TW8 9DX, United Kingdom.

Alternatively phone: 0345 075 2028

Email: partnerships.csm@allianz.co.uk

If you're not happy

If you're not satisfied with our final response, or with our reasons for not getting back to you sooner, you can take your complaint to the Financial Ombudsman Service (FOS), which offers a free, independent complaint resolution service.

You have the right to refer your complaint to the Financial Ombudsman, free of charge – but you must do so within six months of the date of the final response letter.

If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was as a result of exceptional circumstances.

The Financial Ombudsman
Service Exchange Tower
London
E14 9SR

Website: www.financial-ombudsman.org.uk
Telephone: 0800 0234567 or 0300 1239123
Email: complaint.info@financial-ombudsman.org.uk

Using our complaints procedure or contacting the FOS does not affect your legal rights.

The European Commission has an online dispute resolution service for consumers who have a complaint about a product or service bought online. If you choose to submit your complaint this way it will be forwarded to the Financial Ombudsman Service.

Click [here](#) to access the Online Dispute Resolution Service. Please quote our e-mail address: partnerships.csm@allianz.co.uk

Alternatively, you can contact the Financial Ombudsman Service directly.