



Complete Accident and Health policy overview

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Thank you for choosing Allianz Insurance plc. We are one of the largest general insurers in the UK and part of the Allianz Group, one of the world's foremost financial services providers.

With Allianz Insurance plc, you can be confident that you're insured by a company which is relentless in its commitment to protecting and serving you. You can trust us to insure your business, as we've been providing leading insurance solutions in the UK for over 100 years.

We work in partnership with your insurance intermediary to ensure you receive the highest levels of product and service excellence. Our technical experts understand how best to protect you against the risks your business faces.

If you need to make a claim you will be in safe hands. Our professionally trained staff aim to treat you, as you would expect, both promptly and fairly. By listening to you, and understanding your needs we will provide you with the most appropriate solutions to get your business trading again as quickly as possible.

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IMPORTANT
Should you need further details or have any questions your insurance intermediary will be delighted to help.

This document provides an overview of the main policy benefits, terms and conditions only. Some of the covers will only apply if you have chosen to take the option selected. In some instances, cover is subject to an excess period, or an excess. Where this is applicable, it is detailed in your policy schedule. For full details please refer to the policy document, a copy of which is available on request. Your insurance adviser will be pleased to explain the policy cover in more detail.

What is Complete Accident and Health?

The Complete Accident and Health product is designed to meet the demands and needs of someone wishing to

- enhance their employee benefits package
- protect business continuity in the event of employee absence due to injury or illness
- protect employees on business trips.

It is underwritten by Allianz Insurance plc (Allianz).

Most of the benefits from this policy are payable to the Insured, who may retain them or chose to pass on to the Insured Person.

The Insurer may pay some benefits directly to providers for services such as counselling or rehabilitation costs. Accident and Health Select is underwritten by Allianz Insurance plc apart from Legal Expenses which is underwritten by Allianz Legal Protection, part of the global Allianz Group.

Emergency Medical & Other Expenses, Hijack and Kidnap and Political Evacuation and assistance lines are administered by Healix Medical Services Limited on behalf of the Insurer.

Covers Available:

Personal Accident Section

A lump sum or weekly benefit to the Insured in the event of an employee sustaining accidental bodily injury.

Sickness Section

A weekly benefit to the Insured in the event that an employee contracts a Sickness.

Business Travel Section

Cover in respect of employees and others whilst travelling on business trip on behalf of the Insured.

Period of insurance

The policy has a 12 month period of insurance (unless shown differently on the policy schedule), and is annually renewable. Start and end dates of the policy are detailed in the policy schedule.

How do I cancel the policy?

To cancel the policy, please contact the insurance adviser who arranged the policy.

Provided no claim has been made or incident has arisen which is likely to give rise to a claim during the current period of insurance, you will be entitled to a return of premium calculated on a pro-rata basis. This is subject to certain terms and conditions, full details of which can be found in the policy wording.

Law applicable to contract

Unless We agree otherwise:

- a the language of the policy and all communications relating to it will be English;

and

- b all aspects of the policy including negotiation and performance are subject to English law and the decisions of English courts

Complaints

If you have a complaint about anything other than the sale of the policy please contact our Customer

Customer Satisfaction Manager
Allianz Insurance plc,
57 Ladymead, Guildford,
Surrey GU1 1DB

Alternatively:

Phone: **01483 552438**

Email: commercialcomplaints@allianz.co.uk

If we are unable to resolve the problem we will provide you with information about the Financial Ombudsman Service which offers a free, independent complaint resolution service.

The Financial Ombudsman Service
Exchange Tower, London E14 9SR

Website: financial-ombudsman.org.uk

Telephone: **0800 023 4567** or **0300 123 9123**

Email: complaint.info@financial-ombudsman.org.uk

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.

Visit <https://ec.europa.eu/odr> to access the Online Dispute Resolution Service. Please quote our email address:

accsm@allianz.co.uk

Alternatively, you can contact the Financial Ombudsman Service directly.

Full details of our complaints procedure will be found in the policy documentation.

Financial Services Compensation Scheme

Allianz Insurance plc contributes to the Financial Services Compensation Scheme (FSCS).

You may be entitled to compensation from the FSCS if We are unable to meet Our liabilities. Further information about compensation scheme arrangements is available at fscs.org.uk, by emailing enquiries@fscs.org.uk or by phoning the FSCS on **0800 678 1100** or **0207 741 4100**.

Making a claim

Claims under the policy should be referred to:

Claims Division,
Allianz Insurance plc,
PO Box 10509,
51 Saffron Road,
Wigston LE18 9PF

Telephone: **0344 893 9500**

Email: casualtyclaims@allianz.co.uk

Your obligations

You must make a fair presentation of the risk at inception, renewal and variation of the Policy.

The premium is to be paid on request. Please speak to your insurance adviser about the options available for the payment of premium.

Please periodically review the policy documentation to make sure that it meets and continues to meet your needs and that you understand its terms, conditions, limits and exclusions. If you wish to make a change or if there is anything you do not understand please contact your insurance adviser.

Please tell your insurance adviser as soon as reasonably possible if there are any changes to your circumstances which could affect your insurance. If your circumstances change and you do not tell your insurance adviser, you may find that you are not covered if you need to claim.

You must tell us as soon as you can about any claim or incident that may lead to a claim. You or anyone claiming under this policy must not admit fault or responsibility, or pay, offer or agree to pay any money or settle any claim without our permission.

Covers Available

Personal Accident Section

Significant Features and Benefits	Significant or Unusual Exclusions or Limitations
<p>The policy provides compensation for accidental bodily injury that results in:</p> <ul style="list-style-type: none"> • Death • Loss of Sight, Limb(s), Hearing and Speech • Continental Scale includes Taste, Smell, Organs, Intellectual Capacity and Scarring • Permanent Total Disablement • Temporary Total Disablement • Temporary Partial Disablement <p>Cover can operate 24 Hours a day Worldwide or can be limited to Occupational Accident and Commuting. Other options are available.</p> <p>Extensions automatically provide cover for: In addition to the Insured Persons described on the policy schedule the following are automatically included</p> <ol style="list-style-type: none"> 1 Visitors and work placement students on the Insured Premises are covered for £30,000 for Death, Permanent Total and Permanent Partial Disability. 2 Spouses and Children of Insured Persons described in the policy Schedule are covered 24 hour a day for £100,000 Quadriplegia and £30,000 for Permanent Total and Permanent Partial Disability if the Employee has Occupational, Occupational plus commuting or 24 Hour cover. 3 Guests or Contractors on Business Trips are covered for £30,000 for Death, Permanent Total and Permanent Partial Disability. 4 Members of the public attempting to save the life of an Insured Persons described in the policy Schedule are covered for £30,000 for Death, Permanent Total and Permanent Partial Disability. 	<p>Age Limit The Age Limit for the Personal Accident Section is 80</p> <p>The Personal Accident Section does not cover injury arising from:</p> <ul style="list-style-type: none"> • Drugs or Alcoholism • Radioactive contamination • Service in the armed forces • War within Europe in which any of the major powers are involved, or United Nations enforcement action <p>Sections Limits</p> <p>Up to £25,000,000 for Non-Scheduled Aircraft Accumulations.</p> <p>Up to £25,000,000 for Aircraft Accumulations.</p> <p>Up to £5,000,000 for Nuclear, Biological & Chemical Contamination by Terrorism.</p> <p>Up to £25,000,000 for all other Events.</p>

Covers Available (continued)

Personal Accident Section

Significant Features and Benefits	Significant or Unusual Exclusions or Limitations
<p>Rehabilitation retraining relocation counselling and advice extensions are all in addition to other policy benefits.</p> <p>The benefits that may form part of a rehabilitation program to either:</p> <ol style="list-style-type: none"> 1 assist the Insured Person back to work or 2 assist them into a new post accident life are <ol style="list-style-type: none"> a up to £2,000 for Physiotherapy b up to £3,000 for travel to hospital c up to £10,000 for commuting to work d up to £25,000 for the rehabilitation program e up to £75,000 for prosthesis f up to £30,000 for parasport equipment <p>Medical Helpline</p> <p>Free service operating 24 hours a day, 365 days a year.</p> <p>Up to £2,500 for Trauma counselling for the Insured Person following:</p> <ol style="list-style-type: none"> a an unprovoked malicious assault, b witnessing an act of terrorism c witnessing the accidental Death or Permanent Partial or Total Disability of their parent, child, spouse or colleague d their own Permanent Disablement <p>Up to £25,000 for the Insured Person to retrain for an alternative occupation.</p> <p>Up to £15,000 for the Insured Persons Spouse to retrain for an alternative occupation.</p> <p>Up to £25,000 to modify the Insured Persons vehicle, workplace or home.</p> <p>Up to £25,000 to relocate the Insured Person if their home cannot be modified.</p> <p>Up to £2,500 for Independent Financial Advice after a Permanent Disability Payment.</p>	

Covers Available (continued)

Personal Accident Section

Significant Features and Benefits	Significant or Unusual Exclusions or Limitations
<p>Hospitalisation Benefits Daily benefits of:</p> <ul style="list-style-type: none"> a £75 per day if hospitalisation occurs as a result of accidental bodily injury b an additional £75 per day if the Insured Person is in a Coma up to a maximum of £54,600 c £75 per day convalescence following Hospitalisation up to a maximum of £2,000 <p>Up to £3,000 for the Insured Persons family to Travel to Hospital.</p> <p>Up to £500 to return home from Hospital after 48 hours as an inpatient.</p> <p>Enhanced Permanent Disability Benefits may be paid following:</p> <ul style="list-style-type: none"> • Total Blindness £50,000 • Paraplegia £50,000 • Quadriplegia £125,000 • Hemiplegia £50,000 • Triplegia £85,000 <p>Personal Property Up to £1,000 if the Insured Persons property is damaged as a result of accidental bodily injury.</p> <p>Assault Injury Enhanced Benefit An additional 10% of the Death or Permanent Disablement benefits covered if an Insured Person sustains accidental bodily injury as a result of an unprovoked assault up to a maximum amount of £25,000.</p>	

Covers Available (continued)

Personal Accident Section

Significant Features and Benefits	Significant or Unusual Exclusions or Limitations
<p>Workplace disruption 25% increase to the Sum Insured if a single accident results in the death of 5 or more Directors or Employees.</p> <p>Up to £50,000 towards Crisis Management following the Death or Permanent Disablement of an Insured Person.</p> <p>Up to £5,000 towards a temporary replacements wages for an employee who has sustained an accidental bodily injury resulting in Death or Permanent Disablement.</p> <p>Up to £5,000 towards a recruiters fees to hire a permanent replacement for an employee who has sustained an accidental bodily injury resulting in Death or Permanent Disablement.</p> <p>Up to £5,000 towards re examination and re training fees if an Employee has missed professional exams through accidental injury.</p> <p>Up to £10,400 for Domestic Assistance if the Employee is Permanently Disabled.</p> <p>Up to £5,000 for Childcare expenses if the Employee is Permanently Disabled.</p> <p>Dental, Optical and First Aid Expense Up to £2,500 Dental Expenses.</p> <p>Up to £500 for urgent optical Expenses.</p> <p>Other urgent treatment expenses up to:</p> <ul style="list-style-type: none"> • 15% of the capital sum insured • 30% of the weekly sum insured • £5,000 following assault • Maximum benefit payable £15,000 	

Covers Available (continued)

Personal Accident Section

Significant Features and Benefits	Significant or Unusual Exclusions or Limitations
<p>Additional Death Benefits An Additional payment of the lowest Sum Insured if both Insured Person and Spouse die in the same accident leaving a Dependent Child or Dependant Adult.</p> <p>An Additional payment of:</p> <ol style="list-style-type: none"> 1 £7,500 per Dependant Child. 2 £25,000 per Dependant Adult. <p>Up to a maximum of £50,000.</p> <p>Up to £10,000 Funeral Expenses.</p> <p>Up to £2,000 urgent estate expenses.</p> <p>Up to £2,000 Bereavement Counselling.</p> <p>Up to £2,500 for Independent Financial Advice for the Spouse following the Death of an Insured Person.</p>	

Sickness Section

Significant Features and Benefits	Significant or Unusual Exclusions or Limitations
<p>Sickness The policy provides compensation for Sickness that results in:</p> <p>Temporary Total Disablement</p>	<p>Age Limit The Age Limit for the Sickness Section is 65.</p> <p>Sickness for which medical advice or treatment has been sought or received by the Insured Person in the twelve (12) calendar months before this section starts</p> <p>Sickness resulting from the Insured Person failing to follow advice of a Qualified Medical Practitioner.</p> <p>Sickness which commences within the first 28 days of the Insured Persons cover unless they were covered by another sickness insurance immediately prior to this Section</p> <p>Sickness which is suffered as a result of the Insured Person being pregnant or giving birth unless Sickness arises from a diagnosed medical complication which is not a normal symptom of pregnancy or childbirth.</p>

Covers Available (continued)

Business Travel Section

Significant Features and Benefits	Significant or Unusual Exclusions or Limitations
<p>Insured Persons and Trip Definition</p> <ul style="list-style-type: none"> a Any Business Trip and ancillary holiday or other journey at the expense of the Insured under 6 months undertaken by an Insured Person, guest or Contractor and their accompanying immediate family b Any journey under 30 days duration undertaken by Directors of the Insured and their accompanying immediate family and domestic staff c Any journey undertaken by business colleague friend or family of an Insured Person travelling on compassionate grounds with the agreement and at the expense of the Insurer. 	<p>Age Limit The Age Limit for the Business Travel Section is 80.</p> <p>General Business Travel Exclusions</p> <p>The Business Travel Section does not cover injury arising from:</p> <ul style="list-style-type: none"> • Drugs or Alcoholism • Radioactive contamination • Service in the armed forces • War within Europe in which any of the major powers are involved, or United Nations enforcement action <p>Additional Exclusions apply for each item within this section.</p>
<p>Item 1 – Medical Expenses Provides indemnity for medical expenses incurred whilst on an insured journey outside of their Country of Residence. This includes, where necessary, repatriation of an Insured Person or Insured Person's remains back to their Country of Residence.</p> <p>Medical and emergency travel expenses up to £25,000,000.</p> <p>Continued medical expenses necessarily incurred after repatriation, and not otherwise available from the NHS in the UK for up to 6 months to a maximum benefit amount of £50,000.</p> <p>Free Emergency Medical Assistance Service operating 24 hours a day, 365 days a year.</p>	<p>Item 1 – The policy does not cover injury or illness When travelling against the advice of a medical practitioner.</p> <p>When the purpose of the trip is to receive medical treatment or advice.</p> <p>If travelling whilst pregnant and within the last month prior to the expected date of birth.</p> <p>When there are medication costs known or required prior to travelling.</p> <p>The Emergency Medical Assistance Service must be consulted prior to incurring any costs over £500.</p>

Covers Available (continued)

Business Travel Section

Significant Features and Benefits	Significant or Unusual Exclusions or Limitations
<p>Emergency Travel Expenses Additional costs incurred following death, injury or illness for:</p> <ul style="list-style-type: none"> • Travel and accommodation of 3 relatives, friends or a Qualified Medical Practitioner (if required on medical advice) • Transportation costs of the body or ashes and personal effects back to their Country of Residence <p>Extensions automatically provide cover for: Overseas Hospitalisation daily benefits</p> <ul style="list-style-type: none"> a 75 per day if hospitalisation occurs as a result of accidental bodily injury or illness b an additional £75 per day if the Insured Person is in a Coma up to a maximum of £54,600 c £75 per day convalescence following Hospitalisation up to a maximum of £2,000 <p>Childcare Expenses up to £5,000 if the Insured Person is Hospitalised abroad and their Spouse is required to travel to them.</p> <p>Up to £2,500 for Emergency Dental Expenses.</p> <p>Up to £500 for kennel or cattery fees if the Insured Person is Hospitalised abroad.</p> <p>Up to £10,000 Funeral Expenses and up to £2,000 urgent estate expenses.</p> <p>Up to £50,000 Search and Rescue Costs</p> <p>Up to £2,500 for Trauma counselling for the Insured Person following:</p> <ul style="list-style-type: none"> a an unprovoked assault, b witnessing an act of Terrorism c witnessing the accidental Death or Permanent Total or Partial Disablement of their parent, child, spouse or colleague d their own Permanent Disablement 	

Covers Available (continued)

Business Travel Section

Significant Features and Benefits	Significant or Unusual Exclusions or Limitations
<p>Item 2 – Cancellation, Curtailment and Change of Itinerary Up to £10,000 per person for unrecoverable costs for travel disruption due to any cause outside the control of the Insured or Insured Person.</p> <p>Extensions automatically provide cover for: Up to £750 for Delayed Departure</p> <p>Up to £200 for Piste Closure</p>	<p>Item 2 does not cover losses arising from:</p> <ul style="list-style-type: none"> • When travelling against the advice of a medical practitioner • If travelling whilst pregnant and within one month prior to the expected date of birth • Disinclination to travel • Cancellation or rescheduling of the intended purpose of the trip • Redundancy or termination of employment • Financial circumstances of the Insured or Insured Person • Default of any provider of transport or accommodation • Cyber Event or Denial of Service • Trips booked prior to the start of the policy <p>Item Limit £250,000 in total for the policy year.</p>
<p>Item 3 – Personal Property Up to £10,000 per person for Loss, theft or damage to an Insured. Person's personal property.</p> <p>Extensions automatically provide cover for: Reinstatement of Sum Insured after the first loss on a trip.</p> <p>Business Equipment Up to £3,000.</p> <p>Loss of Keys Up to £1,000.</p> <p>Loss of Travel Documents Up to £2,000 if travel documents are lost 7 calendar days before, during or 7 calendar days after the trip.</p> <p>Ski Equipment Up to £200 for hire of alternative equipment if the Insured's own ski equipment is damaged or lost.</p> <p>Delayed Personal Property Up to £2,000 in the event Personal Possessions are temporarily lost for over 4 hours, we will cover any necessarily incurred emergency essential purchases.</p>	<p>Item 3 does not cover: Any single item or set of skis, ski poles, ski binding, ski boots, snowboard, snowboard bindings and snowboard boots over £500 or any other single item or set of Personal Property over £3,000.</p> <p>Loss/damage to, or theft of deeds, securities or manuscripts.</p> <p>Personal Property stolen or lost from an unattended vehicle unless in a locked boot/concealed in a locked vehicle.</p> <p>Loss or damage caused by delay, detention or confiscation by any government or public authority.</p> <p>Cyber Event or Denial of Service.</p>

Covers Available (continued)

Business Travel Section

Significant Features and Benefits	Significant or Unusual Exclusions or Limitations
<p>Item 4 – Money Up to £10,000 per trip for Loss or theft of money and items with a monetary value, i.e. tickets. Cover applies up to 120 hours prior to and after travelling.</p> <p>Extensions automatically provide cover for: Reinstatement of the sum Insured after the first loss on a trip.</p>	<p>Item 4 does not cover: Loss of monetary value due to depreciation.</p> <p>Money stolen or lost from an unattended vehicle</p> <p>Loss of Coins or Banknotes in excess of £3,000.</p> <p>Cyber Event or Denial of Service.</p>
<p>Item 5 – Personal Liability Covers against costs and damages associated with having caused death or injury to a third party or damage to their property.</p> <p>Up to £5,000,000 any one claim.</p> <p>Extensions automatically provide cover for: Court attendance benefit of £500 per day up to a maximum of £20,000.</p> <p>Up to £25,000 for costs that fall within any excess on a rental vehicle insurance.</p>	<p>Item 5 does not cover: Bodily injury to employees' immediate family.</p> <p>Any act/duty in connection with the Insured's business or profession.</p> <p>Injury/damage/loss arising out of ownership or use of:</p> <ul style="list-style-type: none"> • land or buildings • a mechanically propelled or towed vehicle • an aircraft, hovercraft or watercraft • an animal (of a species defined as dangerous in the Animals or Dangerous Dogs Acts) <p>Malicious or unlawful act.</p> <p>Liability covered under any other insurance.</p> <p>Loss/damage occurring in any country outside the UK in which the Insured Person owns premises or is resident/domiciled.</p> <p>Fines, penalties, liquidated damages, punitive, exemplary or aggravated damages.</p> <p>Cyber Event or Denial of Service.</p>

Covers Available (continued)

Business Travel Section

Significant Features and Benefits	Significant or Unusual Exclusions or Limitations
<p>Item 5 – Personal Liability Covers against costs and damages associated with having caused death or injury to a third party or damage to their property.</p> <p>Up to £5,000,000 any one claim.</p> <p>Extensions automatically provide cover for: Court attendance benefit of £500 per day up to a maximum of £20,000.</p> <p>Up to £25,000 for costs that fall within any excess on a rental vehicle insurance.</p>	<p>Item 5 does not cover: Bodily injury to employees' immediate family.</p> <p>Any act/duty in connection with the Insured's business or profession.</p> <p>Injury/damage/loss arising out of ownership or use of:</p> <ul style="list-style-type: none"> • land or buildings • a mechanically propelled or towed vehicle • an aircraft, hovercraft or watercraft • an animal (of a species defined as dangerous in the Animals or Dangerous Dogs Acts) <p>Malicious or unlawful act.</p> <p>Liability covered under any other insurance.</p> <p>Loss/damage occurring in any country outside the UK in which the Insured Person owns premises or is resident/domiciled.</p> <p>Fines, penalties, liquidated damages, punitive, exemplary or aggravated damages.</p> <p>Cyber Event or Denial of Service.</p>
<p>Item 6 – Hijack & Kidnap A benefit of £500 for each complete 24 hours, up to a maximum of £50,000 in the event of an Insured Person is the victim of a hijack, kidnap or is taken hostage.</p>	<p>Item 6 does not cover: Where the country travelled to, or via, is in a state of war.</p> <p>Ransom money.</p>
<p>Item 7 – Political Evacuation Up to £50,000 if it is recommended by the UK or local government that the Insured Person leaves the country or area that they are traveling in subject to £250,000 accumulation limit.</p>	<p>Item 7 does not cover: The Insured Person not following advice of the government of the United Kingdom or local country or their respective law enforcement agencies or armed forces</p> <p>Any cost incurred if the Insured Person is a resident of the local country.</p> <p>The Insured Person not having the correct visa passport work permits or other documents for necessary for the Insured Trip.</p>

Covers Available (continued)

Business Travel Section

Significant Features and Benefits	Significant or Unusual Exclusions or Limitations
<p>Item 8 – Legal Expenses Up to £50,000 to cover for legal expenses to pursue a negligent third party for damages who caused death or injury to an Insured Person.</p>	<p>The Insured Person must notify and provide all information as may be required to the Insurer.</p> <p>The Insurer may take over and conduct the claim in the Insured Person’s name.</p> <p>Claims must be made within 6 months of the situation giving rise to a loss.</p> <p>The Insurer will choose the lawyer to handle the claim</p> <p>Item 8 does not cover: Legal costs insured under another insurance policy.</p> <p>Claims related to driving a motor vehicle.</p> <p>Claims relating to medical treatment.</p> <p>Legal costs not agreed by Allianz Legal Protection.</p> <p>Claims arising from War, invasion, riot, revolution and terrorism.</p> <p>Legal costs incurred outside Europe.</p> <p>Fines or penalties.</p> <p>Where the Insured Person has deliberately, consciously, intentionally or carelessly failed to take all reasonable steps to avoid/prevent/ limit that claim.</p> <p>Disputes between the Insured Person and any other person covered by this policy, or the Insured Person and the Insured, or the Insured Person and the Insurer.</p> <p>Disputes between the Insured Person and someone they live with or have lived with.</p> <p>Disputes to do with written/verbal remarks which damage the Insured Person’s reputation.</p>

How to make a claim

If you need to claim, your dedicated claims team will help and guide you through the process.

You can notify us of a claim by:

Telephone: Property Claims: **0344 412 9988**
Liability Claims: **0344 893 9500**

Our claims advisors are available 9am to 5pm Monday to Friday, outside of these hours you will be given the option to access our Emergency Assistance Service.

Online:

To notify Allianz of a claim online, or for guidance on what information Allianz will need to make the claim process as quick and as easy as possible, please visit allianz.co.uk/claims.

Post: Allianz Claims
PO Box 10509
51 Saffron Road
Wigston
LE18 9FP

If you have a Commercial Legal Expenses claim you can notify Allianz Legal Protection by contacting the Lawphone Legal Advice Helpline on **0344 873 0845** quoting the five digit Master Policy Reference shown in the Commercial Legal Expenses section in the policy schedule.

Lines are open 24 hours a day, 7 days a week.

Post: The Claims Department
Allianz Legal Protection
Allianz-ALP
PO Box 10623
Wigston
LE18 9HJ

Please try to notify Allianz of a claim promptly after the incident, or immediately in the event of a serious accident, loss or damage.

Claims details

Please have the following information available, where possible, when making a claim:

Property claims

- Your contact information, including address, email address and telephone numbers
- Policy type and policy number
- Date the loss occurred
- Location and description of the loss
- Your VAT status

Injury claims

- Your contact information, including address, email address and telephone numbers
- Policy type and policy number
- Date the loss occurred
- Name and address of injured party
- Description of the injury, where and how it occurred

Commercial legal expenses claims

- Your contact information, including address, email address and telephone numbers
- Master Policy reference shown in the policy schedule
- Brief summary of the problem

What to expect when making a claim

We aim to deal with your claim promptly and fairly. We will update you on the progress of your claim by email, mail or by phone – whichever you prefer.

Depending on the type of claim and value involved, we may:

- forward a claim form for you to complete and sign
- ask you for additional information
- appoint an independent loss adjuster to deal with your claim (loss adjusters are claims specialists who investigate large or complex claims, usually at the scene of an incident, to establish the cause of the loss and assist the insurer in dealing with your claim)
- arrange for a member of our claims team to visit you.

Allianz Insurance plc.

Registered in England number 84638
Registered office: 57 Ladymead, Guildford,
Surrey GU1 1DB, United Kingdom.

Allianz Insurance plc is authorised by the
Prudential Regulation Authority and regulated
by the Financial Conduct Authority and
the Prudential Regulation Authority.

Financial Services Register number 121849.