Large claims - how we support you

Large claims are relatively uncommon but when they do occur, they have a huge impact on those involved. We'll alleviate some of the stress you'll be experiencing, and make the situation better for you.

Our highly experienced and dedicated handlers will work closely with you and your broker to decide the best course of action. We'll explain what you can expect from us and when and how we intend to support you.

By managing a small portfolio of cases our large loss handlers get to fully understand the nature of each claim and carry out proactive and thorough investigations on your behalf.

Large motor claims

Motor claims
0370 606 4912
claims.start@allianz.co.uk

If you make a motor claim that's valued over £100,000 we'll do the following for you:

01.
allocate one of our major loss specialists with the right skills and expertise for your claim; they'll personally work with you to own every aspect of the claim from start to finish

02.
set up a project management team consisting of you, your broker, our expert suppliers and us! By proactively working together we can make decisions quicker and progress your claim

03.
if required, our in-house expert motor engineers will personally attend the scene of the claim. By using forensic techniques, they can quickly identify the cause of the claim

04.
we'll work with our loss of earnings specialists to ensure that any payments are fairly calculated

05.
our in-house team of claims investigators will personally work with you to establish whether the claim is one to settle or defend

06.
in the unfortunate event of an injury, our in-house qualified rehabilitation team will assess the medical needs of the injured person and appoint the most appropriate rehabilitation specialists. Our experts are well-placed to support both their physical and emotional recovery

07.
using our excellent knowledge of the legal and barrister market we'll recommend the most suitable counsel for your individual claim.

Major loss claims example
In this tragic motor claim, our policyholder (the driver) hit a pedestrian, causing spinal injuries that resulted in paralysis and serious fractures to both legs. The injured person found himself in an unimaginable life-changing situation, unlikely to be able to return to work and provide for his family due to the injuries he sustained. To add to this, he was living in a rented house that was unsuitable for his physical needs.

The sensitive but critical issue of replacement accommodation for the injured man and his family needed to be addressed immediately. We swiftly agreed the early release of enough money for him to purchase a replacement house. We then arranged for it to be adapted as quickly as possible, allowing the family to live under the same roof once again.

Large property claims

If you suffer a property claim that's valued over £100,000 we'll do the following for you:

01.
allocate one of our major loss specialists with the right skills and expertise for your claim; they'll personally work with you to own every aspect of the claim from start to finish

02.
where it adds value, we'll personally be on site with our loss adjusters. This helps us to really understand your unique situation and identify the best solutions for you

03.
set up a project management team consisting of you, your broker, our expert suppliers and us! By proactively working together we can make decisions quicker and progress your claim

04.
working with forensics scientists, we'll establish the cause of the damage and progress the claim quickly

05.
we'll work with our loss of earnings specialists to ensure that any business interruption payment is fairly calculated

06.
mobilise our network of supplier experts, to ensure that you get the best professional support and service for whatever is needed.

Property loss claims example
In June 2019, the University of Stirling received the equivalent of half a month's rainfall in just three hours, causing £20m worth of damage.

We were on site straight away and throughout the life of the claim we worked hand-in-hand with the university, our loss adjuster and our broker partner to ensure the campus was fully operational and better than before, within just nine weeks!

Property claims
0344 412 9988
propertyclaims@allianz.co.uk

Large injury claims

If you make a injury claim that's valued over £100,000 we'll do the following for you:

01.
allocate one of our major loss specialists with the right skills and expertise for your claim; they'll personally work with you to own every aspect of the claim from start to finish

02.
set up a project management team consisting of you, your broker, our expert suppliers and us! By proactively working together we can make decisions quicker and progress your claim

03.
in the event of a major incident, such as a terrorist attack, we'll set up a dedicated team and helpline for the duration of your claim

04.
if required, for example if there's been an alleged health and safety breach, our legal experts will personally visit the scene of the accident and support you throughout the legal proceedings

05.
our in-house qualified rehabilitation team will assess the medical needs of the injured person and appoint the most appropriate rehabilitation specialists. Our experts are well placed to support both their physical and emotional recovery

06.
our in-house team of claims investigators will personally work with you to establish whether the claim is one to settle or defend

07.
using our excellent knowledge of the legal and barrister market, we'll recommend the most suitable counsel for your individual claim.

Injury claims
0344 893 9500
casualtyclaims@allianz.co.uk

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