

Our award-winning claims service



Digital claims solutions

We offer a multi-channel, self-serve claims service, including 24/7/365 motor claims notification and tracking via Allianz Claims Hub and Notify. Plus, our Live Chat tool connects you to our expert handlers in both Birmingham and Milton Keynes, providing you with quick claims updates across all lines of business.



Supplier partners

We work closely with expert suppliers who share our ethos for excellent customer service. From leading loss adjusters and solicitors to niche repair specialists, we work together to deliver tailored solutions. The result? An award-winning approach to collaboration that delivers for customers.



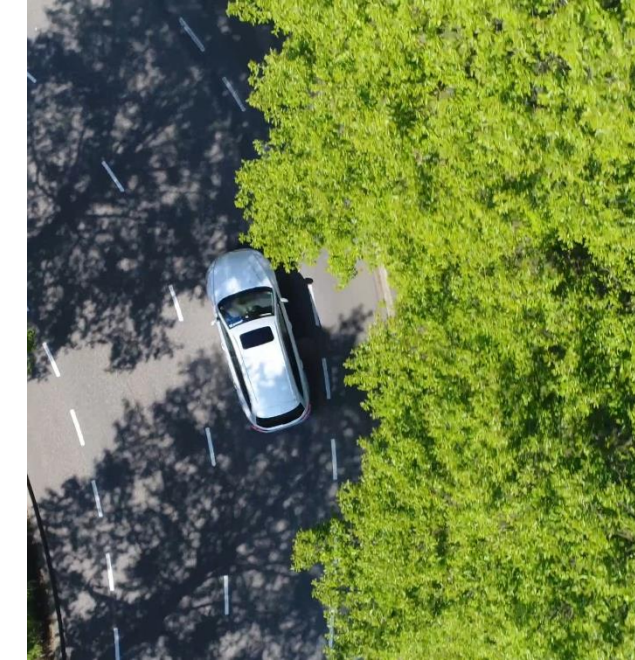
In-house expertise

We have specialist and experienced handlers alongside dedicated teams for fraud and major loss. To help speed up liability decisions, we have in-house motor engineers, claims investigators and rehabilitation practitioners.



Data driven

We're investing heavily in data excellence, enhancing data literacy at all levels, nurturing talent through our data graduate and specialist training programmes. In-house automation and machine learning solutions allow us to streamline our processes so we can respond quickly and accurately. This means our handlers' time can be used where it's needed most.



Sustainability

As the top insurer globally on the Dow Jones Sustainability Index, we promote sustainable repair-over-replace solutions. And through our partnership with the UK's largest salvage supplier we're able to quickly source green motor parts, reducing delays in vehicle repairs.



Global leverage

The world seems unpredictable at times. But we've been in this business since 1890 and operate in over 70 countries. And as part of the Allianz Group, we're able to leverage global data to help us predict trends and identify solutions, which enhances our international claims service.



We're at the forefront

In partnership with the ABI, Thatcham Research, the Insurance Fraud Bureau, the Civil Justice Council and the Motor Insurance Bureau, our experts help to shape and steer our industry, regularly sharing their expertise through the Allianz Partners Academy and thought leadership.



Technical excellence

We're renowned for our extensive training which ensures our team's skills and knowledge remains at the forefront of the industry. We treat each claim individually and support you and your customers through our claims centres of excellence in Birmingham and Milton Keynes, along with in-house Claims Relationship Managers, spanning the length and breadth of the country.



Tailored claims solutions

We know that one size doesn't fit all and take a flexible approach to claims management. We'll work with your customer to identify the best solutions for their individual circumstances to ensure they're back up and running as quickly as possible.