

LEGAL EXPENSES CLAIMS JOURNEY

If your client wants to get in touch with Allianz Legal Protection regarding a potential legal issue or if they want to make a claim, they should have ready:

- **Main policy number**, shown in the policy schedule
- **Their address and telephone number**
- **Brief summary of the problem.**

CLIENT HAS A POTENTIAL LEGAL ISSUE

- 1 Your client must call our legal advice line on **0370 241 4140** before taking any action that could jeopardise their legal position.
- 2 Our legal advice line will log their call and a legal advisor will aim to call them back within 1 hour.
- 3 If the issue leads to a potential claim, they'll need to follow the claims process.

CLAIMS CONTACT

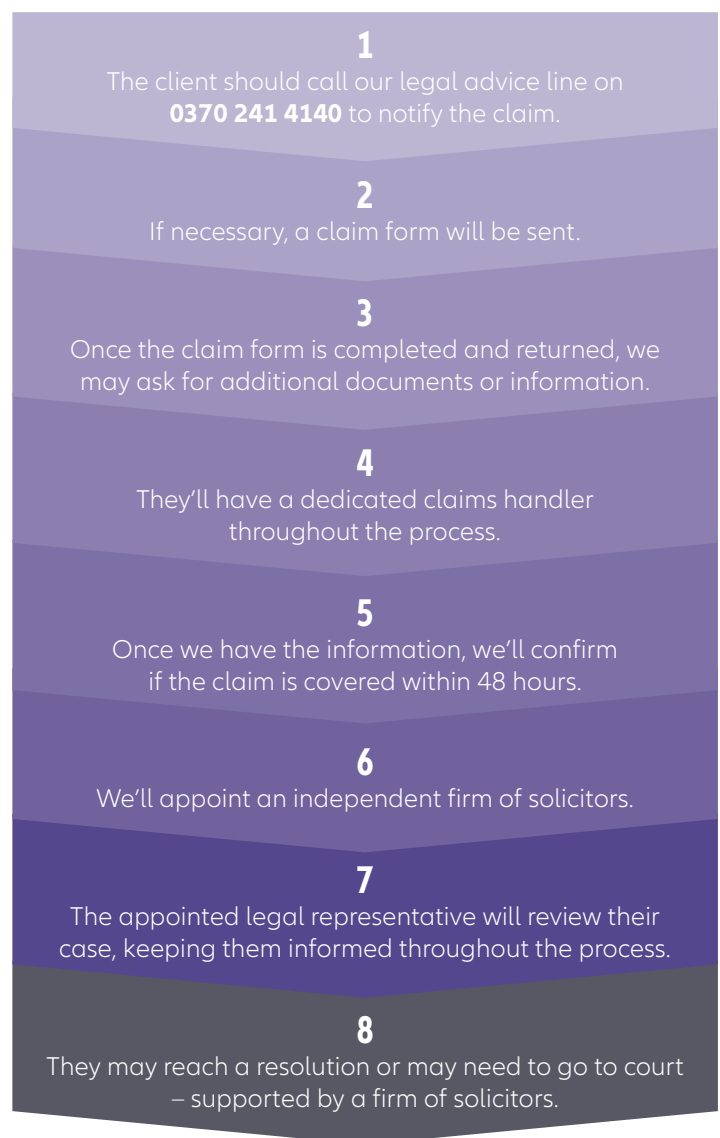
Phone: **0370 241 4140**
Lines are open 24 hours a day, 7 days a week.

Email: **claimsvalidation@allianz.co.uk**

Post: **The Claims Department, Allianz-ALP,
PO Box 10623, Wigston LE18 9HJ**

* The information contained on this document must be read in line with the terms and conditions of their legal expenses policy.

CLAIMS PROCESS: CLIENT WANTS TO MAKE A CLAIM



LEGAL ACTION OUTCOME

FOR INTERMEDIARY USE