

# ALLIANZ LEGAL PROTECTION

# 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.

# If your client has a potential 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.
- If the issue leads to a potential claim, they'll need to follow the claims process.



**Claims contact** 0330 102 5310

Lines are open 24 hours a day, 7 days a week. claimsvalidation@allianz.co.uk

For further information, visit our website: <u>allianz.co.uk/legal-protection</u>

The Claims Department Allianz-ALP, PO Box 10623, Wigston, LE189HJ

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

# Client wants to make a claim

#### STEP 1

The client should call our legal advice line on 0370 241 4140 to notify the claim.

#### **STEP 2**

If necessary, a claim form will be sent.

#### **STEP 3**

Once the claim form is completed and returned, we may ask for additional documents or information.

# STEP 4

They'll have a dedicated claims handler throughout the process.

# **STEP 5**

Once we have the information, we'll confirm if the claim is covered within 48 hours.

#### STEP 6

We'll appoint an independent firm of solicitors.

# **STEP 7**

The approinted legal representative will review their case, keeping them informed throughout the process.

#### STEP 8

They may reach a resolution or may need to go to court - supported by a firm of solicitors.

# Legal action outcome

#### For Intermediary Use

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