

ALLIANZ LEGAL PROTECTION

Legal expenses claims journey

If you want to get in touch with Allianz Legal Protection regarding a potential legal issue or if you want to make a claim, please have ready:

- Main policy number, shown in your schedule
- Your contact information, including address and telephone number
- · Brief summary of the problem.

If you have a potential issue

- Call our legal advice line on 0370 241 4140 before taking any action that could jeopardise your legal position.
- Our legal advice line will log your call and a legal advisor will aim to call you back within 1 hour.
- 3. If the issue leads to a potential claim, you'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

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

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.

Making a claim

STEP 1

Call our legal advice line on **0370 241 4140** to notify the claim before taking any action that could jeopardise your legal position.

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

You'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 appointed legal representative will review your case, keeping you informed throughout the process.

STEP 8

You may reach a resolution or may need to go to court – supported by a firm of solicitors.

Legal action outcome