

## 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.
3. If the issue leads to a potential claim, they'll need to follow the claims process.



**Claims contact**  
0330 102 5310

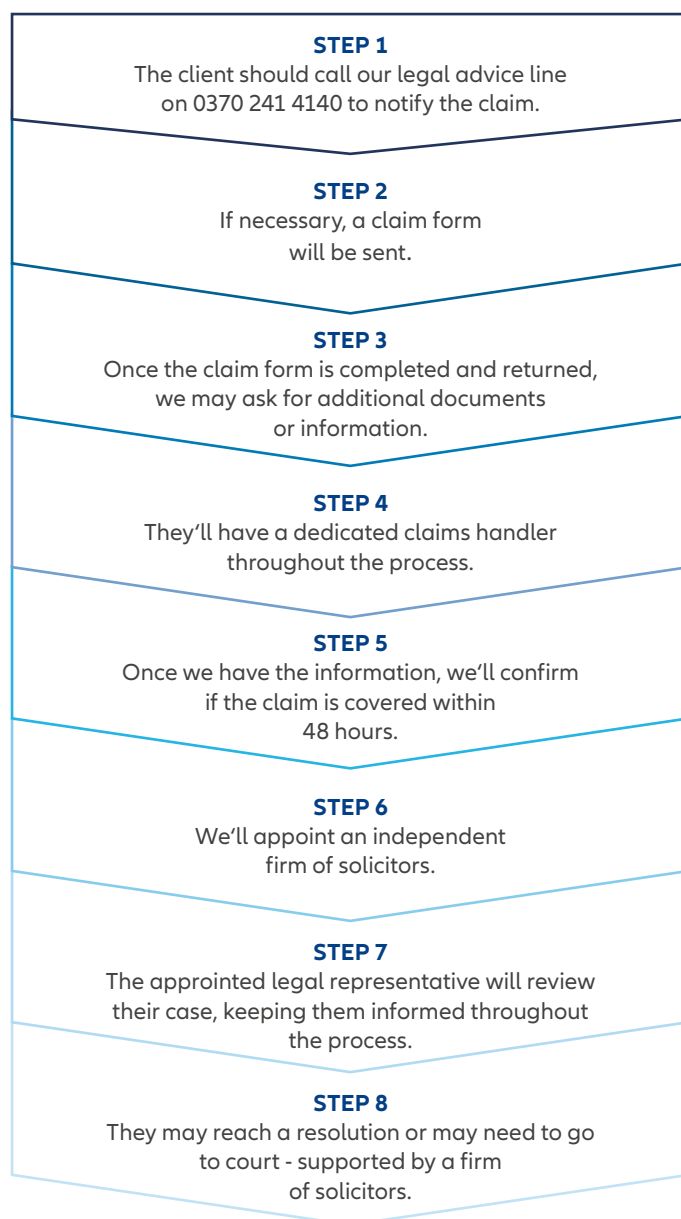
Lines are open 24 hours a day,  
7 days a week.  
[claimsvalidation@allianz.co.uk](mailto:claimsvalidation@allianz.co.uk)

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

### Client wants to make a claim



### Legal action outcome

For Intermediary Use