

claims
START

Allianz Insurance plc www.allianz.co.uk

Motor claims notification

claims START delivers you a simplified and shorter claims notification process. claims START is there 24 hours a day, 365 days of the year, to ensure that all of your new motor claim notifications are handled as quickly as possible.

From a windscreen claim* to requiring emergency accident recovery**, claims START is on hand to deal with all of the necessary arrangements.

Call claims START on 0330 102 1998 to notify us of any new motor claim.

Damaged Vehicle

Once you have notified claims START of the incident and if the damage is covered by your policy, an approved repairer will contact you to arrange repairs of your vehicle*.

As part of our service all of our approved repairers will provide:

- Free courtesy vehicle
- Free collection & delivery of your vehicle
- Priority service and speedy repairs
- 5 year guarantee on all repairs
- Free wash and vacuum
- High standard of workmanship

If your vehicle is not repairable, our service team will take you through this procedure at the time of your call.

Reporting claims quickly helps to

- control your claims costs. A significant factor when insurers are setting future premiums
- minimise impact on your business by commencing vehicle repairs asap

In the event of an accident

Please do not admit liability or discuss blame with the other party until you have sought advice from our claims START team.

Obtain the other driver(s):

- vehicle registration number
- name of his/her insurers
- motor insurance certificate number.

Obtain the name, address and telephone number of:

- any other driver(s) involved
- any other person(s) involved
- any witnesses
- attending police officers

If it is safe and appropriate to do so take a photo of the accident scene, third parties and damaged vehicles.

Phone claims START immediately with details of the accident

When telephoning, please have the following information close to hand:

- policy number
- policyholder name
- vehicle registration
- depot number and name (if applicable).



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claims START is a notification service for motor claims. All other subsequent enquiries will be dealt with by your dedicated Allianz claims handling centre.

All information provided to claims START will be recorded and confirmation of the information provided will be sent to you.

In the event of another vehicle being involved, we have also attached third party cards, so all persons involved can contact us, helping us to ensure that the process is not delayed and we are able to control your claims costs.

To help you find the claims START service and telephone number at any time we have attached a handy wallet size card on this page, that contains all of this information.

Please keep this to hand so you are fully prepared in the event of a accident.



Accident Details

Date / / 20

Location (place/road name)

Road conditions

Speed limit

Police details

Police in attendance Yes No

Reporting officer police station

Reporting officer name

Telephone

Reporting officer number

Damage to other vehicle/property

Use additional bump cards if necessary

Vehicle type

Make/model

Driver name

Reg. no.

Address

Postcode

Telephone

Third party insurer

Policy no.

Description of damage to other vehicle/property

No. of passengers in vehicle

Witness

Witness 1 name

Witness 1 address

Postcode

Witness 1 Tel.

Witness 1 Location

Please write a brief description of what happened.

claims START is Allianz Insurance plc's motor claims notification service.

We will record details of the accident and assess liability. If appropriate we will arrange to have your vehicle repaired and arrange where possible the use of an alternative vehicle.

Call us as soon as you can.

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- * Our preferred glass supplier will deal with all emergency glass repair or replacement. If you have comprehensive cover then the cost will be billed to Allianz (after deduction of any excess and VAT. No excess applies to windscreen repairs). If your policy does not provide glass cover, you can still benefit from substantial discounts.
- ** If your vehicle cannot be driven following an accident, claims START will arrange for it to be taken to the nearest Allianz Approved Repairer. If the damage is covered by your policy, the cost will be paid by us. If you are not insured for the damage you will be responsible for the recovery charge. Regardless of your cover, we will make arrangements for you and ensure all charges are kept to a minimum.
- + For vehicles up to 3.5 tonnes gross vehicle weight only.

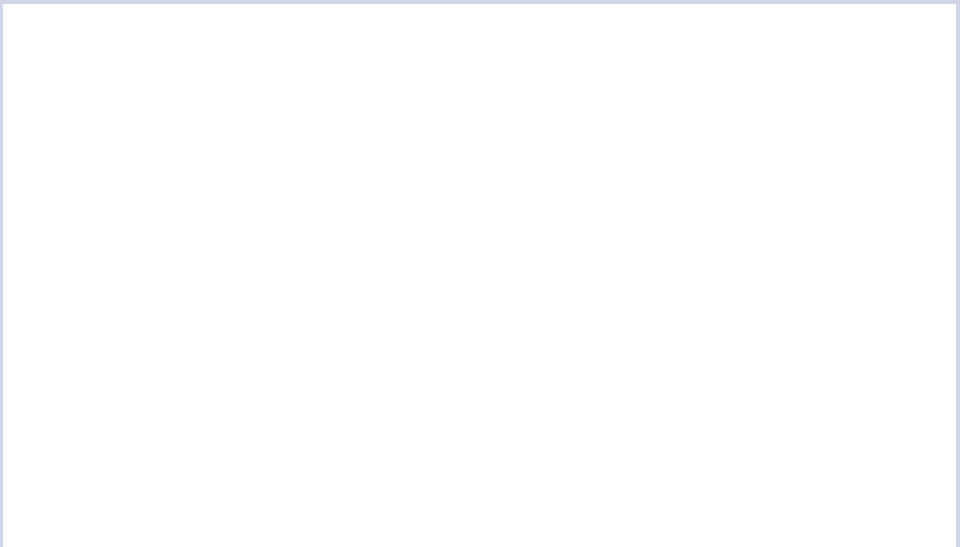
Accident sketch

Make a sketch of the accident scene below. Show the direction of travel, approximate speed and registration number on each vehicle. Also, mark any signposts, road markings, skid marks, hazards and the location of witnesses.



Photo

Please take a photo of any damage to your vehicle, or of the accident location.



Fair Processing Notice – how we use personal information

1. Who we are

When **we** refer to “**we**”, “**us**” and “**our**” in this notice it means Allianz Insurance plc or Allianz Engineering Inspection Services Limited.

When **we** say, “**individuals**” in this notice, **we** mean anyone whose personal information **we** may collect, including:

- anyone seeking an insurance quote from **us** or whose details are provided during the quotation process
- policyholders and anyone named on or covered by the policy
- anyone who may benefit from or be directly involved in the policy or a claim, including claimants and witnesses.

2. How we use personal information

We use personal information in the following ways:

- to provide quotes, administer policies and policyholder claims to fulfil **our** contract
- to administer third party claims and prevent financial crime to meet **our** legal obligations
- to manage **our** business and conduct market research to meet the legitimate needs of **our** business
- to send marketing information about our products and services if **we** have received specific consent.

There is no obligation to provide **us** with personal information, but **we** cannot provide **our** products and services without it.

Anyone whose personal information we hold has the right to object to us using it.

They can do this at any time by telling us and we will consider the request and either stop using their personal information or explain why we are not able to.

Further details can be found below.

3. Automated decision making, including profiling

We may use automated decision making, including profiling, to assess insurance risks and administer policies. This helps **us** decide whether to offer insurance, determine prices and validate claims.

Anyone subject to an automated decision has the right to object to it. To do so they should contact **us** by emailing **us** at accsm@allianz.co.uk and **we** will review the decision.

4. The personal information we collect

We collect the following types of personal information so **we** can complete the activities in section 2, “How **we** use personal information”

- basic personal details such as name, age, address and gender
- family, lifestyle and social circumstances, such as marital status, dependants and employment type
- financial details such as direct debit or payment card information
- photographs and/or video to help **us** manage policies and assess claims
- tracking and location information if it is relevant to the insurance policy or claim
- identification checks and background insurance risk details including previous claims information
- medical information if it is relevant to the insurance policy or claim
- criminal convictions if it is relevant to the insurance policy or claim
- accessibility details if **we** need to make reasonable adjustments to help
- business activities such as goods and services offered.

5. Where we collect personal information

Direct from **individuals**, their representatives or information they have made public, for example, on social media.

From other persons or organisations, for example:

- credit reference and/or fraud prevention agencies
- emergency services, law enforcement agencies, medical and legal practices
- insurance industry registers and databases used to detect and prevent insurance fraud, for example, the Motor Insurance Database (MID), the Motor Insurers Anti-Fraud and Theft Register (MIAFTR) and the Claims and Underwriting Exchange (CUE)
- insurance investigators and claims service providers
- other insurers or service providers who underwrite the insurance or provide the services for **our** products
- other involved parties, for example, claimants or witnesses.

6. Sharing personal information

We may share personal information with:

- other companies within the global Allianz Group www.allianz.com
- credit reference, fraud prevention and other agencies that carry out certain activities on **our** behalf, for example, the Motor Insurance Database (MID), the Insurance Fraud Bureau (IFB) and marketing agencies if agreed
- **our** approved suppliers to help deal with claims or provide **our** benefit services, for example, vehicle repairers, legal advisors and loss adjusters
- other insurers, third party underwriters, reinsurers, insurance intermediaries, regulators, law enforcement and the Financial Ombudsman Service (FOS); and other companies that provide services to **us** or you, for example, the Employers Liability Tracing Office (ELTO) and the Claims and Underwriting Exchange (CUE)
- prospective buyers in the event that **we** wish to sell all or part of **our** business.

7. Transferring personal information outside the UK

We use servers located in the European Union (EU) to store personal information where it is protected by laws equivalent to those in the UK. **We** may transfer personal information to other members of the global Allianz Group to manage the insurance policy or claim; this could be inside or outside the EU. **We** have Binding Corporate Rules (BCR's) which are **our** commitment to the same high level of protection for personal information regardless of where it is processed. These rules align with those required by the European Information Protection authorities. For more information about BCR's, contact **our** Data Protection Officer.

Some of **our** suppliers have servers outside the EU. **Our** contracts with these suppliers require them to provide equivalent levels of protection for personal information.

8. How long we keep personal information

We keep information only for as long as **we** need it to administer the policy, manage **our** business or as required by law or contract.

9. Know your rights

Any **individual** whose personal information **we** hold has the right to:

- object to **us** processing it. **We** will either agree to stop processing or explain why **we** are unable to (the right to object)
- ask for a copy of their personal information **we** hold, subject to certain exemptions (a data subject access request)
- ask **us** to update or correct their personal information to ensure its accuracy (the right of rectification)
- ask **us** to delete their personal information from **our** records if it is no longer needed for the original purpose (the right to be forgotten)
- ask **us** to restrict the processing of their personal information in certain circumstances (the right of restriction)
- ask for a copy of their personal information, so it can be used for their own purposes (the right to data portability)
- complain if they feel their personal information has been mishandled. **We** encourage **individuals** to come to **us** in the first instance but they are entitled to complain directly to the Information Commissioner's Office (ICO) www.ico.org.uk
- ask **us**, at any time, to stop processing their personal information, if the processing is based only on **individual** consent (the right to withdraw consent).

If you wish to exercise any of these rights please contact our Customer Satisfaction Manager:

Address: Customer Satisfaction Manager, Allianz, 57 Ladymead, Guildford, Surrey, GU1 1DB

Email: accsm@allianz.co.uk

Phone: 01483 552438

10. Allianz (UK) Group Data Protection Officer Contact details

Allianz Insurance plc and Allianz Engineering Inspection Services Limited are companies within the Allianz Holdings.

Any queries about how **we** use personal information should be addressed to **our** Data Protection Officer:

Address: Data Protection Officer, Allianz, 57 Ladymead, Guildford, Surrey GU1 1DB

Email: dataprotectionofficer@allianz.co.uk

Phone: 0330 102 1837

Changes to our Fair Processing Notice

Occasionally it may be necessary to make changes to this fair processing notice. When that happens **we** will provide an updated version at the earliest opportunity. The most recent version will always be available on **our** website www.allianz.co.uk.