



Allianz Insurance plc

Commercial Claims

Our Service



We pride ourselves on our **fast, fair and flexible** claims service, delivered by experts at the **forefront** of market developments. We know what it takes to get things sorted. All you need to know is, **we're on it.**

From the moment a claim is reported, we make sure we understand its nature and proactively manage the process by keeping you and your clients informed every step of the way.



Claims Business Consultants (CBC)

Our CBCs work closely with larger clients, coordinating case reviews and training, handling queries and providing a dedicated point of contact to ensure a tailored service is delivered.

Our Commitment to you

We're committed to providing you with a claims service you can rely on.

We:



- settle claims quickly and efficiently by proactively working with all parties involved
- keep you and your clients updated throughout the claims process



- settle claims fairly and transparently, explaining the reasons for our decisions
- provide you and your clients with detailed management information, allowing trends in claims to be identified



- stay at the forefront of market developments by playing an active role in the industry
- consistently invest in the technical competence of our people
- protect the interests of our policyholders by detecting and eliminating fraudulent claims.

Commercial Motor Claims

Whether a road accident, a damaged windscreen, vandalism or theft, we capture all the information we need in one call to get the claim moving immediately.

Key features of our commercial motor claims service:

- **24/7 claims reporting** – flexible and fast reporting options
- **proactive claims management** – of third parties and by keeping you and your clients informed from notification to final settlement
- **nationwide approved repairer network** – five year guarantee on repairs and work carried out to BSI Kitemark PAS 125 accreditation
- **free class A*courtesy vehicle** – a courtesy vehicle for your client with the option to request a like for like vehicle, for an additional charge
- **AutoRestore** – local on-site repair to minimise the time the vehicle is off the road. All repairs carried out to BSI Kitemark PAS 125 accreditation with a lifetime guarantee
- **24/7 access to Autoglass** – windscreen repair or replacement at a location convenient for your client
- **quick decisions and payments** – for vehicles beyond repair, our vehicle valuation team will work with all parties to agree a swift and fair settlement
- **free third party hire car** – courtesy vehicle provided for the third party for the duration of the repairs, if your client is found at fault
- **rehabilitation specialists** – experienced medical professionals to assess the injured third party's needs and activate a tailored rehabilitation programme
- **Ministry of Justice (MOJ) protocols** – we will work with all parties to reach liability decisions within the timescales set by the MOJ.

*Class A courtesy vehicle is a small hatchback



To make a claim or
for general enquiries:

Call ClaimSTART on:
0330 1021998

Email:
claims.start@allianz.co.uk

Open:
**Claims can be reported 24 hours
a day, seven days a week**



Motor Trade Claims

Motor trade claims are often complex. That's why we have a dedicated motor trade claims team working with your clients to get the best possible outcome for their claim.

Key features of our motor trade claims service:

- **flexible reporting options** – via phone or email
- **dedicated claims handlers** – will proactively manage claims and keep you and your clients informed from notification to final settlement
- **quick on-site motor assessment and authorisation** – of repair estimates via our in-house expert motor engineers
- **24/7 access to Autoglass** – free windscreen repair* or replacement at a location convenient for your client
- **nationwide approved repairer network** – five year guarantee on repairs and work carried out to BSI Kitemark PAS 125 accreditation
- **quick decisions on payments for total losses** – for vehicles beyond repair, our motor trade professionals will ensure a swift and fair settlement

- **on-site property assessments** – our leading loss adjuster panel will swiftly be on site to assess the level of loss and agree actions to get the claim moving
- **motor trade legal expertise** – specialist motor trade solicitor to deal with any liability disputes relating to your client's claim.

*If the windscreen just needs to be repaired and doesn't need replacing we will waive the excess and repair it for free



**To make a claim or
for general enquiries:**

Call:
0344 412 9996

Email:
motortradeclaims@allianz.co.uk

Open:
8am-6pm Monday to Friday

Commercial Property Claims

Whether it's a leaking pipe or a fire, we will ensure a quick response. Instant decisions are made on any repairs needed. For more complex claims, our specialists will be on site to assess the damage and recommend the best way to progress the claim.

Key features of our property claims service:

- **flexible reporting options** – via phone or email
- **dedicated handlers** – will proactively manage claims and keep you and your clients informed from notification to final settlement
- **rapid claims settlement under £3,500*** – for accidental and malicious damage, theft, storm and escape of water claims. Provide us with one estimate over the phone and we will settle the claim instantly
- **on-site assessments** – our leading loss adjuster panel will swiftly be on site to assess the level of loss and agree actions to get the claim moving
- **major loss experts** – deal with high value, property damage claims
- **preferred suppliers** – specialist suppliers, such as glaziers and locksmiths, that will come to your clients any time of the day to make sure their premises is secure.

* Rapid Claims Settlement applies to Accidental Damage/Storm/Escape of Water/ Malicious Damage & Theft claims only. Full details of the claim must be provided over the phone and the loss must not have occurred over eight weeks before the notification. Cost of repair/replacement must be provided from a written estimate and we will require details of the Contractor, description of works, breakdown of costs and the contractors VAT number.



**To make a claim or
for general enquiries:**

Call:

0344 412 9988

Email:

newpropertyclaims@allianz.co.uk (new claims)

propertyclaims@allianz.co.uk (existing claims)

Open:

9am-5pm Monday to Friday

In an emergency, you can report a claim via our loss adjusters, out of office hours, on the phone number above.

Casualty Claims

Casualty claims require specific expertise. Our claims handlers are committed to understanding the nature of each client's business, using their extensive legal knowledge and technical expertise to achieve positive outcomes. Whether managing an illness or injury to an employee or member of the public, we will ensure they receive the best possible care to return them back to health and work.

Key features of our casualty claims service:

- **dedicated claims handlers** – will proactively manage claims and keep you and your clients informed from notification to final settlement
- **legal expertise** – leading solicitors to advise you on all legal matters relating to liability. A dedicated solicitor may be arranged for clients with a higher frequency of claims
- **major loss experts** – deal with high value, serious injury claims
- **rehabilitation specialists** – experienced medical professionals to assess the injured party's needs and activate a tailored rehabilitation programme
- **occupational disease expertise** – for all types of occupational disease and conditions, such as noise induced hearing loss and stress
- **in-house investigation team** – detailed knowledge of the client's business and claim circumstances to agree liability and resolve the claim quickly
- **casualty specific counter fraud** – our handlers have specialist training to detect fraud and provide tactical advice and guidance
- **Ministry of Justice (MOJ) protocols** – we will work with all parties to reach liability decisions within the timescales set by the MOJ.



**To make a claim or
for general enquiries:**

Call:
0344 893 9500

Email:
casualty1@allianz.co.uk

Open:
9am-5pm Monday to Friday

To make a claim for Directors & Officers, Professional Indemnity, Accident, Health and Business Travel you can contact the phone number and email address listed above.

Engineering Claims

Our dedicated Engineering claims team deal with all types of claims from damaged machinery to broken down plant. We're experts in this specialist area so make accurate, swift decisions to move claims forward.

Key features of our engineering claims service:

- **dedicated handlers** – will proactively manage claims and keep you and your clients informed from notification to final settlement
- **efficient authorisation of estimates** – we will ensure fast approval of estimates for repairs
- **major loss expertise** – construction claims specialists with expertise in handling large losses
- **expert legal advice** – specialist engineering legal expertise provided by solicitors
- **on-site assessments** – specialist construction loss adjusters who will swiftly be on site to assess the level of loss and agree actions to get the claim moving

- **quick decisions and payments** – we will ensure swift decisions and fair settlements on machinery and plant beyond repair.



**To make a claim or
for general enquiries:**

Call:

01483 265825

Email:

claims@allianzengineering.co.uk

Open:

9am-5pm Monday to Friday





www.allianz.co.uk

Allianz Insurance plc. Registered in England number 84638.
Registered office: 57 Ladymead, Guildford, Surrey GU1 1DB, United Kingdom.
Allianz Insurance plc is a member of the Association of British Insurers.
Allianz Insurance plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.
Financial Services Register number 121849.

