

Additional  
Information

Allianz Insurance plc [www.allianz.co.uk](http://www.allianz.co.uk)

# Clear Advance

Home

This is additional information only and does not contain the full terms and conditions of the contract. It does not form part of the contract between you and us. Full terms can be found in the Policy Wording, a copy of which is available on request. If you take out a policy with us you will receive a full Policy Wording as part of your policy documents.

## Law applying to the Contract

The law of England and Wales will apply to the policy.

The policy and all documentation relating to it will be in English.

## How do I make a complaint?

If your complaint is about buildings, contents or personal possessions, contact our Customer Satisfaction Manager at:

Allianz Insurance plc  
2530 The Quadrant  
Aztec West,  
Bristol  
BS32 4AW

Phone: 0330 102 1781

Fax: 01483 529 717

Email: [allianzretailcomplaints@allianz.co.uk](mailto:allianzretailcomplaints@allianz.co.uk)

If we are unable to resolve the problem, we will provide you with information about the Financial Ombudsman Service which offers a free, independent complaint resolution service.

The Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

Website: [www.financialombudsman.org.uk](http://www.financialombudsman.org.uk)

Telephone: 0800 023 4567 or 0300 123 9123

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

The European Commission has an online dispute resolution service for consumers who have a complaint about a product or service bought online. If you choose to submit your complaint this way it will be forwarded to the Financial Ombudsman Service.

Visit [ec.europa.eu/odr](http://ec.europa.eu/odr) to access the Online Dispute Resolution Service. Please quote our e-mail address:

[allianzretailcomplaints@allianz.co.uk](mailto:allianzretailcomplaints@allianz.co.uk)

Alternatively, you can contact the Financial Ombudsman Service directly.

Full details of our complaints procedure can be found in your policy wording.

## Would I receive compensation if Allianz was unable to meet its liabilities?

In the event that Allianz is unable to meet its liabilities you may be entitled to compensation from the Financial Services Compensation Scheme. Further details are in your policy documents.