

QLD CTP Complaints Brochure





OUR COMMITMENT TO YOU

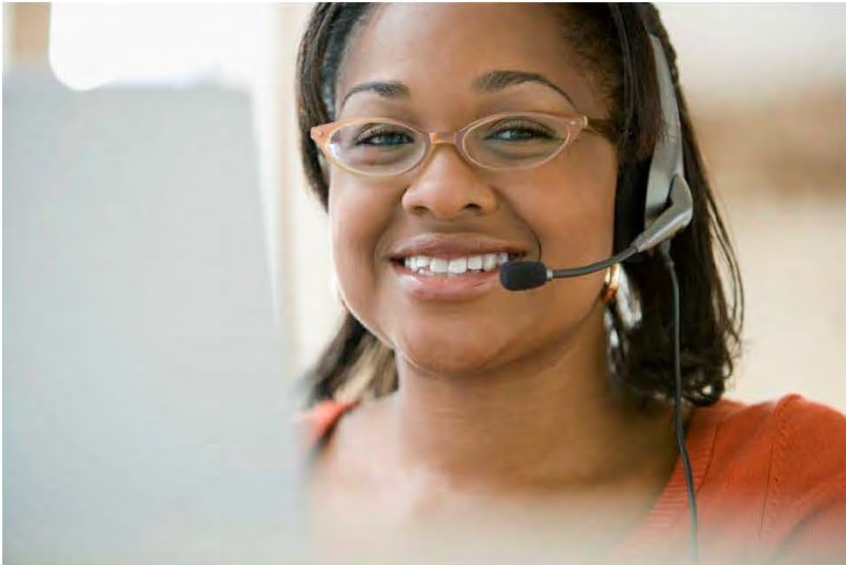
Allianz strives to deliver superior customer service by treating our customers with courtesy and respect, while responding promptly with empathy, honesty and professionalism.

Our commitment

If you experience a problem, or you're dissatisfied in any way, it's important we hear about it. We'll take your complaint seriously and will work with you to address your complaint quickly in a fair and transparent way.

If we are unable to resolve your complaint on the spot, we will provide you with a complaint reference number.

During the complaints process, we will provide you with the name and contact information of the person handling your complaint.



Complaint Management

Our Complaints Handling Process

STAGE 1

We will respond to your complaint within 15 business days of receiving the complaint and provide a final written response within 30 business days.

If we cannot respond to your complaint within 15 business days because further information or investigation is required, we will notify you within the 15-day time frame and agree on a reasonable alternative time frame.

Step 1

Your Claims Consultant is your first point of contact for all queries. They are familiar with your circumstances and are trained to action or escalate your concerns.

Step 2

If you are not satisfied with your Claims Consultant's initial response to your complaint, we encourage you to discuss the matter directly with your Claims Consultant's Team Manager.

Step 3

If you are still dissatisfied, the complaint can be elevated to the State Claims Manager. If you are not satisfied with our response to your complaint, you may have your complaint progressed to Stage 2. We will let you know who to contact for this review.

STAGE 2

Internal Review

If you still disagree with a decision we have made, you are able to have the decision reviewed by one of our internal Dispute Resolution Officers who has the appropriate experience, knowledge and authority. This officer is from a different team to the one managing your claim.

All relevant information relating to the decision you are disputing will be sent to the Dispute Resolution Officer. They will review all information to make a determination and contact you directly within 15 business days advising if they consider the determination was appropriate or make an alternate determination.

Where to Direct Your Complaint

for complaint regarding:

- Our conduct or decisions - to Allianz
- Your legal representative, to the Queensland Law Society (QLS) or Legal Services Commission (LSC)
- A medical practitioner, to the relevant health authority
- Unresolved complaints regarding claims decisions, to the relevant external body for review or Court for adjudication
- Unresolved breach of our obligations or conduct that you consider is contrary to the provisions of the Motor Accident Insurance Act 1994, to MAIC.

Interpreter/ translator services

If you require an interpreter or translator when contacting us regarding your complaint, please call the Translating and Interpreting Service (TIS) on 131450 and ask to be connected to Allianz Australia Limited -CTP QLD Claims.

Contact the CTP Regulator

If you are not satisfied with the outcome of your complaint, relating to breach of an insurer's obligations or the conduct of an insurer that is contrary to the provisions of the Motor Accident Insurance Act 1994, you can contact the CTP Insurance Regulator via email- maic@maic.qld.gov.au. For all other complaints the court is the appropriate forum for determination.

**Do you require
additional
assistance?**

Privacy Policy

Protecting the privacy and the confidentiality of our customers' personal information is important to us, as it is fundamental to the way we conduct business. Allianz is sensitive to privacy issues and treats the ongoing trust our customers have placed in us very seriously. For more information, please refer to our online Privacy Policy located at www.allianz.com.au/about-us/privacy



Your
Privacy

We value your feedback

We welcome your feedback, be it a suggestion, comment, compliment or complaint. It will help us improve our services or correct a problem of which we may have been unaware.

Direct feedback to Allianz is always welcome through any means including:



Phone

(07) 3023 9006



Online

<https://www.allianz.com.au/contact>



Email

allianzctphelp@allianz.com.au



Post

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