



Customer Service & Complaints Management

Underwritten Workers' Compensation & Distribution



Our commitment to you

At Allianz, we're committed to helping secure the futures of our customers and employees with the highest standard of conduct and ethical behaviour.

We strive to deliver superior customer service by treating our customers with courtesy and respect while responding in an honest, fair, efficient, transparent, and timely manner.

The customer service conduct principles we abide by are:

1. Be efficient and easy to engage with
2. Act fairly, with empathy and respect
3. Resolve customer concerns within timeframes below, respect customers' time and be proactive
4. Have systems in place to identify and address customer concerns
5. Be accountable for actions, and honest in interactions with customers

How we measure our service

Our ambition is to provide a positive difference to our customers by listening and acting on their needs.

We measure customer satisfaction and implement meaningful improvements through:

- Customer satisfaction surveys
- Complaints handling process
- Positive feedback (compliments)



Complaint management

Our commitment

At Allianz, we do all we can to ensure the experience with us is positive. Unfortunately, despite our best efforts, sometimes things go wrong, and customer expectations may not be met.

We believe that an important part of customer care is responding to and resolving customer complaints quickly and effectively. If you experience a problem or you're dissatisfied, it's important we hear about it.

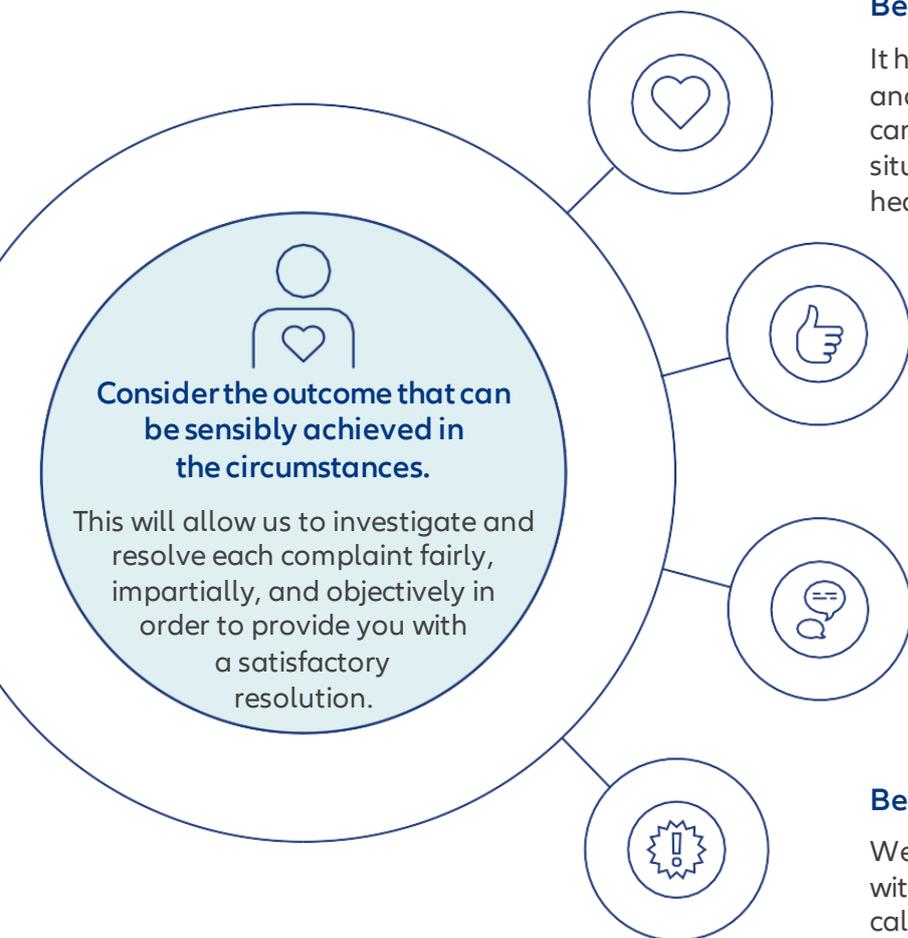
Where possible, complaints will be managed and resolved at the first point of contact.

When complaints can't be resolved at the first point of contact, we will:

- acknowledge that we've received your complaint (by close of business next business day)
- respect you and make sure you're understood
- keep you informed of the progress of your complaint (provide an update every ten business days)
- work with you to resolve your complaint

What we ask of you

In order for us to do the best that we can to achieve the result that you expect, there are a few things we hope you'll help us with:



Be accurate

It helps you and your claim if we have all the facts and documents. Provide the best information you can to help us efficiently understand your situation and support your successful return to health.

Be clear

Try to focus on the facts that are relevant to your complaint. Communicating clearly will help us correctly understand your situation as soon as possible.

Be aware

Allianz takes threats seriously. Any communication containing threats or advocating illegal actions will be reported to the police for investigation. Restrictions may be placed on you communicating with Allianz.

Be polite

We ask that you communicate and treat our staff with respect. Our staff may terminate a phone call where there are instances of any abusive, offensive, or threatening language.

Underwritten workers' compensation complaints handling



Internal complaints handling

Complaint made to Allianz: Your case manager, underwriter, or account manager (or other nominated contact point) is your first point of contact for all complaints. They're familiar with your circumstances and are trained to action or escalate your concerns to a manager.

You can make a complaint via:

Online www.allianz.com.au/contact-us.html

Phone 1300 130 664

Email wc.customer.support@allianz.com.au

Mail GPO Box 5429 Sydney NSW 2001

Responsibility

Allianz

Acknowledged

By next business day

Provide update

Every 10 business days

Resolved

Within 15 business days



External complaints escalation

Complaint made to Regulator: If your complaint is not resolved to your satisfaction, you can contact your relevant Regulator:

WorkSafe ACT - www.worksafe.act.gov.au

Ph: 13 22 81

WorkSafe Tasmania - www.worksafe.tas.gov.au

Ph: 1300 366 322

NT WorkSafe - www.worksafe.nt.gov.au

Ph: 1800 019 115

WorkCover WA - www.workcover.wa.gov.au

Ph: 1300 794 744

Seacare Authority - www.seacare.gov.au

Ph: (02) 6275 0070

SIRA NSW - www.sira.nsw.gov.au

Ph: 13 10 50

Managing unreasonable customer conduct



Unreasonable customer conduct

Unreasonable customer conduct is any behaviour by a current or former customer which, because of the nature or frequency, raises substantial health, safety, resource, or equity issues for Allianz, our employees, other service users and customers, or the complainant themselves.

We view abuse, threat, intimidation, or harassment of our employees as unacceptable behaviour. If a customer exhibits behaviour which is considered unacceptable, we may:

- give them a warning
- set limits or conditions on their contact with us
- cease all direct contact with the customer

A decision to have no further contact with a customer will only be made if it appears that the customer is unlikely to modify their behaviour and/or their behaviour poses a significant risk to employees or other parties. This can involve one or more of the following types of behaviour:

- Acts of aggression, verbal and/or physical abuse, threats of harm, harassment, intimidation, stalking, assault.
- Damage to property while on Allianz premises.
- Threats with a weapon or any item that can be used to harm another person or themselves.
- Physically preventing an employee from moving around freely, either within their office or during an off-site visit.
- Behaviour that is otherwise unlawful.

Customers in need of further assistance and support



Assistance and support

We understand you might be experiencing difficult circumstances, and we're ready to provide you with help and support during this time. When working with you, we'll uphold the values of respect, compassion, sensitivity, diversity, and inclusion.

Support services

You can contact your case manager, underwriter, or account manager (or other nominated contact point) if you require support. If you need extra support, there are a range of support services that can help:

Translation and interpreting services

www.atl.com.au

Deaf Connect

Website for interpreters

www.deafconnect.org.au

Vision Australia

Website for adaptive resources

www.visionaustralia.org

National Relay Service

www.accesshub.gov.au

1800RESPECT

National 24-hour domestic and family violence and sexual assault line.

Call 1800 737 732

www.1800respect.org.au

Community Legal Centres Australia

A not-for-profit community organisation providing legal and related services to the public.

www.clcs.org.au

Lifeline

24/7 counselling and referral service for people in a crisis.

Call 13 11 14

www.lifeline.org.au

Beyond Blue

24/7 support to people experiencing anxiety or depression.

Call 1300 224 636

www.beyondblue.org.au

National Debt Hotline

Financial counselling is a free, confidential service to help people in financial difficulty.

Call 1800 007 007

www.ndh.org.au

Where you can get other assistance

Services Australia issues payments for many government agencies including Centrelink and Medicare. They offer support including government payments, job seeking assistance, skill development, and payment of medical expenses.

For more information about these services contact 13 24 68 or visit [MyGov](https://www.mygov.gov.au).

We value your feedback

We're here to answer your questions and respond to your feedback, be it a suggestion, compliment, or complaint, as it will help us improve our services. To further improve your customer experience, you may from time to time receive a customer satisfaction survey from Allianz, which we encourage you to complete.

In the event you're dissatisfied with our services, we will work to resolve any issues within the above timeframes and welcome any feedback through the following:



Phone
1300 130 664



Online
www.allianz.com.au/contact-us.html



Email
wc.customer.support@allianz.com.au



Privacy Policy

Protecting the privacy and the confidentiality of our customers' personal information is important to us, as it's 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, refer to our [Privacy Policy](#).

This customer service & complaints management model is in line with the following:

AUS/NZ Standard 'Guideline for Complaints Management in Organizations' AS/NZS 10002-2014, AS/NZS 10002:2022.

Allianz Australia Insurance Limited ABN 15 000 122 850

DSO 26.03.096-01