

# Customer Service & Complaints Management

SA CTP





# 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 endeavour to resolve your complaint within 10 business days of receiving the complaint and provide a final written response within 30 business days.

If we cannot respond to your complaint within 10 business days because further information or investigation is required, we will tell you within that time frame and seek to agree on a reasonable alternative time frame with you. We will keep you informed of the progress of our response to your complaint at least every 10 business days unless you agree otherwise.

#### Step 1

Your Claims Consultant is your first point of contact for all complaints. 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 the manager of the Claims Consultant.

#### Step 3

If you are still dissatisfied you may ask for a review by 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 disagree with a decision we have made such as your liability determination or your settlement offer, 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 is sent to the Dispute Resolution Officer. They will review all of the information to make a determination and contact you directly within 15 business days advising if they consider the determination was appropriate or alternatively overturn the original decision.

### STAGE 3

#### Conciliation

If you are not satisfied with the outcome of the Internal Dispute Resolution Review, you have 30 business days from the date of the internal review determination to request your Claims Consultant to arrange a Conciliation Conference. The Conciliation Conference is a meeting between you, one of our representatives and a conciliator (an independent legal professional). The conciliator will independently review your concerns at the Conciliation Conference. We will arrange the conference within 30 business days of your request if you are not legally represented. You are entitled to seek reimbursement for reasonable expenses in relation to transport and lost income as a result of attending the Conciliation Conference. Limits to these expenses apply and can be found on the CTP Insurance Regulator website.

## How to Lodge a Complaint

### **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 131 450 and ask to be connected to Allianz Australia Limited – CTP SA Claims.

### **Contact the CTP Regulator**

If you are not satisfied with the outcome of your complaint, you can contact the CTP Insurance Regulator via email on [ctp@sa.gov.au](mailto:ctp@sa.gov.au) or via a form on their website.

**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](http://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

1300 686 725



## Online

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



## Email

[claimssactp@allianz.com.au](mailto:claimssactp@allianz.com.au)



## Post

PO Box 10063 Adelaide BC SA 5000



## In person

55 Currie Street Adelaide SA 5000