

Allianz Global Corporate & Specialty Claims Pledge

An insurance claim is the defining moment in our service to you.

The moment when we earn your trust and loyalty by delivering on our promise. As part of our commitment to ensuring you have a superior claims experience, we pledge to:

Claims are a key part of Allianz's service strategy. We are fully committed to delivering first-class claims handling.

- Respond quickly and work with you to minimize the impact from the loss
- Provide highly experienced claims professionals whether your business is local, national or around the globe
- Clearly explain how our coverage will respond and outline next steps and time frames for adjusting your claim
- Partner with you to find solutions to complex issues
- Respect your preferences for the type and frequency of communications you want to receive relative to your claim
- Listen, acknowledge, and respond to your feedback about our claims service



If you've had a recent experience with Allianz claims, please share your feedback with us at:
ClaimsPledge@agcs.allianz.com