



MANAGE, RESOLVE ... TOGETHER

A claim is the defining moment when we earn your trust. At Allianz we match our professional expertise with excellence in our service. **We are committed to being your loyal partner: before, during and after a claim.**

We strive to operate a “no surprise” culture. We work to deal with claims in a fair, fast and effective manner. All of our claims employees will treat you with empathy and integrity and are committed to delivering an outstanding claims experience.



AS PART OF OUR COMMITMENT TO ENSURING A SUPERIOR EXPERIENCE FOR YOU, WE PLEDGE TO ...



Be there when you need us

We will respond quickly upon discovering your loss:

- Acknowledge your claim notification and provide contact details
- Ensure that an expert contacts you to discuss the next steps in the event of a large loss
- Give you certainty about your coverage as early as possible
- Support you with fast claims payments - in a major first-party loss we will always consider interim payments



Provide highly experienced professionals

The right expert will be dedicated to your claim and listen to your needs. They will work in close cooperation with a dedicated global claims team and qualified service providers.



Partner with you to find solutions

We are flexible and solution-focused. Our approach is straight-forward and always mindful of your needs. We will work with you to come up with the best solution.



Keep you informed

We will communicate with you proactively and:

- Explain the claims process and how your policy will respond before outlining the next steps and timeframes
- Clearly explain what is covered
- Request information in a timely and clear fashion and keep you up to date with claims developments

We will listen, acknowledge, and respond to your feedback. Please share your AGCS claims experiences with us at: ClaimsPledge@agcs.allianz.com.