

Feedback and Complaint Policy

Allianz Malaysia Berhad (12428-W)



Allianz Life Insurance Malaysia Berhad and Allianz General Insurance Company (Malaysia) Berhad are dedicated to developing and maintaining high levels of service, honesty, integrity and trustworthiness. If you have any reason to be dissatisfied with any of our products or services, we would like to hear from you. Your feedback is very important to us as we are always looking for ways to improve and serve you better.

How to make a Complaint:

To provide us your feedback or to file a complaint;

- You may visit our website at www.allianz.com.my and complete the online feedback and complaint form to send us your feedback.
- We can also be contacted via the following:

Allianz Life Insurance Malaysia Berhad

E-mail: partner@allianz.com.my

Phone: 603-2161 6001

Fax: 603-2162 6720

Or write to us at the following address:

Complaint Unit

Allianz Life Insurance Malaysia Berhad

Level 23 & 23A, Wisma UOA II

No. 21 Jalan Pinang

50450 Kuala Lumpur

Or just walk into our Customer Centre or any of our branches nearest to you

Allianz General Insurance Malaysia Berhad

E-mail: customer.service@allianz.com.my

Phone: 603-2264 0520

Toll free : 1-300-88-1028

Fax: 603-2264 0602

Or write to us at the following address:

Complaint Unit

Customer Service Department,

Allianz Arena Ground Floor,

Plaza Sentral, Jalan Stesen Sentral 5,

Kuala Lumpur Sentral,

50470 Kuala Lumpur

Or just walk into our Customer Centre or any of our branches nearest to you

If you are an Allianz Insurance policyholder you also have the alternative to contact your insurance agent or broker.

How We Resolve a Complaint:

Once we receive any feedback or complaint, we will always confirm the receipt of your feedback or complaint within 2 days. Wherever possible, we will resolve your concerns at the first point of contact. If that is not possible, we will try to address your feedback within 14 days and should we require a longer period, we will always keep you updated on the progress.

Tips on making a Complaint:

In order for us to handle your feedback as effectively as possible, please note the following tips when writing/documenting your feedback:-

- Write legibly in blue or black pen (if submitting by writing)
- Describe with as much relevant details as possible the action or practice that you want to comment on such as the service level that you have received, the event that happened or on any area that you think we can improve
- Include any reference numbers where applicable (your identity card number, policy number or any previous communication references)
- If available, attach documents relating to the feedback. Send only duplicate copies and retain the originals, unless the originals are specifically requested for
- Always keep a copy of your complaint
- Provide alternative contact numbers where you can be reached

In the unlikely event that we cannot resolve your concerns to your satisfaction, you may contact the:-

Financial Mediation Bureau (FMB)

Tingkat 25, Dataran Kewangan Darul Takaful
4 Jalan Sultan Sulaiman
50000 Kuala Lumpur
Tel. No.: 03-2272 2811
Fax No.: 03-2274 5752

Jabatan Komunikasi Korporat

Bank Negara Malaysia
Tingkat 14B
Peti Surat 10922
50929 Kuala Lumpur
Tel. No.: 03-2698 8044 (General Line)
Fax No.: 03-2693 6919

Please note the following conditions before submitting your complaint to either FMB or Jabatan Komunikasi Korporat:-

- a. FMB - Complaint is limited to RM100,000 involving claims only (Life Insurance)
- Complaint is limited to RM200,000 involving claims only (General Insurance)
- b. Jabatan Komunikasi Korporat - Complaint shall not exceed RM500,000 involving claims, except if the complaint refers to the quality of service and unfair handling of claims

Allianz General Insurance Company (Malaysia) Berhad (735426-V)

Suite 3A - 15, Level 15, Block 3A, Plaza Sentral, Jalan Stesen Sentral 5, Kuala Lumpur Sentral, 50470 Kuala Lumpur, Malaysia.
www.allianz.com.my Tel : 603 - 2264 1188 / 603 - 2264 0688 Toll Free : 1-300-88-1028 Fax : 603 - 2264 1199