

Important Information About Allianz

1. Allianz Insurance plc (Allianz)

Allianz are one of the largest general insurers in the UK and part of the Allianz Group, one of the world's foremost financial services providers.

With Allianz, you can be confident that you're insured by a company which is relentless in its commitment in protecting and serving you. You can trust us to insure your business as we have been providing leading insurance solutions in the UK for over 100 years.

2. Whose products do we offer?

We only offer our own products.

3. Which service will we provide you with?

You will not receive advice or a recommendation from us. We may ask you some questions to narrow down the selection of products that we will provide details on.

We provide Barclays Business Insurance on a non-advised basis, which means that you will need to make your own decisions on the type and level of cover to select.

4. What will you have to pay us for this service?

We will not charge you for this service, however cancellation terms and conditions will apply if a policy is subsequently taken out with us. It is important that you review your policy documents for full terms and conditions.

You will receive a quotation which will tell you about any other fees relating to any particular insurance policy.

5. Who regulates us?

Allianz Insurance plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Our relevant permitted business is providing general insurance products in the United Kingdom and providing administrative support to customers during the lifetime of their insurance contracts

6. How Allianz handles complaints

Our aim is to get it right, first time every time. If you have a complaint we will try to resolve it straight away but if we are unable to we will confirm we have received your complaint within 5 working days and do our best to resolve the problem within 4 weeks. If we cannot we will let you know when an answer may be expected.

If we have not resolved the situation within 8 weeks we will issue you with information about the Financial Ombudsman Service (FOS) which offers a free, independent complaint resolution service.

If you have a complaint, please contact our Customer Experience Team at:

Customer Experience Team
Barclays Business Insurance
c/o Allianz Insurance plc
PO Box 883
Lancaster
LA1 9JA

Telephone: 0344 871 6619

Fax: 0344 871 8757

Email: BBIcomplaints@allianz.co.uk

Lines are open Monday to Friday 8am to 5pm.

You have the right to refer your complaint to the Financial Ombudsman, free of charge – but you must do so within 6 months of the date of the final response letter.



If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. For example, if the Ombudsman believes that the delay was as a result of exceptional circumstances.

The Financial Ombudsman Service
Exchange Tower, London E14 9SR

Website: www.financial-ombudsman.org.uk
Telephone: 0800 023 4567 or 0300 123 9123
Email: complaint.info@financial-ombudsman.org.uk

Using our complaints procedure or contacting the FOS does not affect your legal rights.

The European Commission has an online dispute resolution service for consumers who have a complaint about a product or service bought online. If you choose to submit your complaint this way it will be forwarded to the Financial Ombudsman Service.

Visit <https://ec.europa.eu/odr> to access the Online Dispute Resolution Service. Please quote our e-mail address: accscm@allianz.co.uk

Alternatively, you can contact the Financial Ombudsman Service directly.

7. Are we covered by the Financial Services Compensation Scheme (FSCS)?

Allianz Insurance plc contributes to the Financial Services Compensation Scheme (FSCS).

You may be entitled to compensation from the FSCS if we are unable to meet our liabilities. Further information about compensation scheme arrangements is available at www.fscs.org.uk, by emailing enquiries@fscs.org.uk or by phoning the FSCS on 0800 678 1100 or 0207 741 4100.

8. Our remuneration

In good time before the conclusion of each insurance contract, or upon renewal, we will remind you of your right to be informed of the level of commission which we may receive.

You are entitled, at any time, to request information regarding any commission which may be received as a result of you placing your insurance business with us.

9. Duty of disclosure

You must make a fair presentation of the risk to us at inception, renewal and when making any variation to the policy. This means that the questions we ask and the answers you give will form the basis of a legally binding contract. Therefore, if you take a policy with us any incorrect information that you provide could invalidate your policy and may result in claims not being paid.

If false or inaccurate information is provided and fraud is identified details will be passed to fraud prevention agencies. Further details on how the information held by fraud prevention agencies may be used is available upon request.

10. How we will issue your policy documentation?

When you take out your policy you will have the choice of how you wish to receive your policy documentation. We will use the method chosen unless you tell us otherwise. To change how you receive your policy documentation please call the Business Insurance Team at Allianz on: 0330 102 1849.

11. How we will use your data?

We may collect and process information in association with the contract of insurance and/or services we provide.

For details about how we use personal data please refer to our Fair Processing Notice which is available at www.allianz.co.uk/commercialfpn