

Allianz Update

Severe weather events

For customers affected by the severe weather in south east Queensland, the Allianz Disaster and Recovery Team are on the ground and ready to support with queries and assist with lodging a claim.

Customers can book an appointment with Allianz at the Insurance Council of Australia (ICA) Consultation Forums being held next week in Upper Coomera on 31st January 2024, Jimboomba on 1st February 2024, and Tamborine Mountain on 2nd February 2024.

Supporting customers in South East Queensland

Allianz claims representatives will be present at the ICA Consultation Forums which will be held at:

Upper Coomera – 31st January 2024

Upper Coomera Centre
Multipurpose Hall
90 Reserve Road
Upper Coomera QLD 4209

Customer Consultations: 12pm – 5pm
Town Hall: 6pm – 8pm

Jimboomba – 1st February 2024

Jimboomba Community and District Hall
Cnr Honora & Johanna Streets
Jimboomba QLD 4280

Customer Consultations: 12pm – 5pm
Town Hall: 6pm – 8pm

Tamborine Mountain – 2nd February 2024

Vonda Youngman Centre
2-4 Knoll Road
Tamborine Mountain QLD 4272

Customer Consultations: 12pm – 5pm
Town Hall: 6pm – 8pm

Customers can book their appointments online at: <http://www.insurancecouncil.com.au/FNQBookings>

Advice for customers

If customers have sustained damage to property and/or motor vehicles as a result of these events they should notify Allianz as soon as it is safe to do so. We recommend claims are made online to minimise delays.

How to claim



Online

On the claims page allianz.com.au/claims

After lodgment, a claims team consultant will contact you as soon as possible.



Phone

By calling claims on 1300 555 030.



If Motor Insurance customers need a windscreen replaced they may contact O'Brien Glass directly on 1800 557 055.

The following information will assist with a quick claims process



Customers should photograph damaged or destroyed items e.g. white goods, electrical appliances and furniture, before removing or throwing them out if they wish to claim for these. An inventory is not necessary for total losses. However, an inventory of possessions that have been damaged is helpful where possible.

Who to contact

Please contact your Allianz Representative if you have any queries about Allianz's response to these events.