

Feedback Policy



At Allianz Trade, we strive to provide excellent customer service to all our clients. However, on occasions we may fall short. Having you take the time to voice your dissatisfaction helps us not only to resolve your issue as soon as we can, but also to review our processes and communication to tackle the root cause of your concern. We therefore thank you for taking the time to share your concerns with us.

How to submit a complaint

Should you be dissatisfied with any aspect of our service, taking the time to voice your concern will help us improve. You can get in touch with us via your local website, where you will find the details of the responsible local contacts. You can also use the Group’s online form, which will be forwarded to the responsible local contacts.



[Online complaints form](#)

ONLINE

What to expect when you submit a complaint

1. Confirmation if receipt

Once your concern has been received, we will do our best to answer as soon as possible. Should we be unable to address your concern within one business day, you will receive a confirmation email. The email confirmation will contain all the local contact information you need to address any further questions you may have.

2. Status updates and notification of resolution

Some issues might require us to coordinate multiple stakeholders to fully your queries. This can take a few days to be properly processed. You may get in touch with us at any time you may feel necessary using the local contact information we will have provided you in the acknowledgement email.

3. Answering you query

You may receive the answer to your query through various communication means; however, we tend to respond via the same means you used to get in touch with us.

4. Ensuring ongoing satisfaction

As a quality control measure and to ensure that your concern has been dealt with fully and to your satisfaction, we will ask you to participate in a brief survey by e-mail. This will give you the opportunity to provide feedback on our service during the complaint management process. If you give your consent, you will also receive a follow-up call from one of our representatives.