

# Complaints 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 we can, but also to review our processes and communication to tackle the root cause of your concern. So we thank you for taking the time to raise your concern.

## 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 through your local country's webpage, where you can find the relevant local contacts. You can also use the group's online form that will be assigned to the competent local contacts.



[Access our online complaint form here](#)

## What to expect when you submit a complaint

### 1. Confirmation of 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 answer 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 your 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 fully handled in a manner to your satisfaction, you will receive an email requesting your participation in a brief survey, which will give you the opportunity to provide feedback on the level of service received during the Complaint Management Process. You may also receive a follow-up call from one of our representatives.