



# Complaints policy

We strive to provide excellent customer service to all our clients. However, on occasions we may fall short of service. 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. We therefore thank you for taking the time to raise your concern 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 through the channel of your choice:

- Online via our website
- Email: [contact.fi@allianz-trade.com](mailto:contact.fi@allianz-trade.com)
- Mail: Allianz Trade, Konepajankuja 1, 00510 Helsinki

To ensure speedy handling, could you please provide the following information when raising your concern:

- Full Name
- Address
- Policy Number (if applicable)
- Daytime Phone Number
- Email Address
- Details pertaining to your concern or dissatisfaction
- Company Name

## 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 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 contact information we will have provided you in the acknowledgement email.