

# NOTIFICATION OF CHANGES TO COMPLAINTS

## IMPORTANT INFORMATION

At Allianz Insurance plc we constantly review our products. Following our latest review, with effect from 1st January 2021, we are amending our complaints wording.

We have removed reference to the Online Dispute Resolution (ODR) from our complaints wording. When the UK leaves the EU at the end of 2020, the online dispute service will no longer be available to UK businesses and consumers. The online dispute service platform is an EU website that links with Alternative Dispute Resolution (ADR) providers in the EU.

The guidance provided does not represent the complete terms and conditions of the policy. Please read this guidance in conjunction with your policy wording and Schedule. If you have any questions about the policy, please refer these to your insurance adviser.

## A SUMMARY OF KEY CHANGES IS SHOWN BELOW

### Removal of reference to Online Dispute Resolution (ODR) from our complaints wording

#### The following wording has been removed:

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: [accsm@allianz.co.uk](mailto:accsm@allianz.co.uk)