

**How to raise my feedback?**

Please let us know your feedback by calling our hotline, sending an email, fax or post to our Customer Service Department. Upon receipt of the feedback, we will carry out investigation and follow up with you.

**Allianz Global Corporate & Specialty SE Hong Kong Branch - Customer Service Department**

Mail: Suites 403-11, 4/F, 12 Taikoo Wan Road, Taikoo Shing, Hong Kong

Hotline: +852 8100 2402

Fax: +852 2751 8662

Email: [customerservicehk@allianz.com](mailto:customerservicehk@allianz.com)

We understand that we may not always be able to reach an agreement on your case. If you are not satisfied with our response, please tell us on the contact details above or you may contact the relevant organizations listed below for assistance:

**Insurance Authority**

Mail: 21st Floor, Queensway Government Offices, 66 Queensway, Hong Kong

Hotline: +852 2867 2565

Fax: +852 2869 0252

Email: [enquiry@ia.org.hk](mailto:enquiry@ia.org.hk)

**The Insurance Claims Complaints Bureau**

Mail: 29/F, Sunshine Plaza, 353 Lockhart Road, Wanchai, Hong Kong

Hotline: +852 2520 2728

Fax: +852 2520 1967

Email: [iccb@iccb.org.hk](mailto:iccb@iccb.org.hk)