

QFCI

Date: 27/09/11 Jm

Exhibit Number: bss



Allianz Australia Insurance Limited
ABN 15 000 122 850

19 May 2011

Mr Robert & Mrs Amanda Clements
[REDACTED]
GRACEVILLE QLD 4075

Dear Mr & Mrs Clements

Re : Internal Dispute Resolution ("IDR") update
Claim Number : [REDACTED]
Policy Number : [REDACTED]

I am writing to provide you with an update on the matter you referred to us for consideration under our Internal Dispute Resolution process. I advise that on review of your correspondence dated 27 April 2011 Allianz has engaged the services of hydrologists Water Technology Pty Ltd to conduct a site specific assessment of your property and report accordingly. Due to the extreme nature of the events that occurred in Queensland, demand for individual hydrology reports is high subsequently resulting in delays of up to 4 to 6 weeks for reports to be submitted. Water Technology will be in contact with you to arrange a mutually agreeable time to undertake their assessment.

However, as it is now in excess of 45 days since we first became aware of your complaint you now have the option of either waiting for our response or referring the matter to our external dispute resolution scheme, the Financial Ombudsman Service (FOS).

FOS is an independent external dispute resolution scheme approved by the Australian Securities and Investments Commission. We are a member of this scheme and its determinations are binding on us.

FOS contact details are as follows:

Financial Ombudsman Service
GPO Box 3
Melbourne VIC 3001
Telephone: 1300 78 08 08
Fax: (03) 9613 6399
Web: www.fos.org.au
Email: info@fos.org.au

In the meantime if you have any queries, please refer to my contact details below.

Yours sincerely,

[REDACTED]
Service Manager
[REDACTED]

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