

QFCI

Date: 27/09/11 Jm

Exhibit Number: 658

Allianz Incoming Correspondence for claim ACMS Adelaide

Incoming Correspondence Details

Claim number		Status	<input type="radio"/> Active <input checked="" type="radio"/> Complete
Subject	Email from Ins. - Follow Up on IDR	Type	
From		Date sent:	11/08/2011 04:28:18 PM ZE10
Allocated to		Date received in ACMS	11/08/2011 04:32:16 PM ZE10

Please Note: Modifying the 'Allocated to' field will not transfer this document out of this ACMS. Please use the 'Fwd Outside Claims Unit' button to forward a copy of this document to anyone outside your claims unit.

Comments

Original recipient information
To

Body

Senior Claims Service Consultant - Technical Specialist
 Operations - Claims
 Allianz Australia Insurance Limited | 55 Currie Street, Adelaide SA 5000
 Ph:
 Email

Allianz - Employer of Choice for Women (EOWA) 2009-2011
----- Forwarded by Timothy Griffith/AdelaideBC1/Allianz-AU on 11/08/2011 03:58 PM -----

The Clemo's
 11/08/2011 02:29 PM
 To
 cc
 Subject

Please consider the environment before printing this email

Could you please provide an update on the status of our appeal? It's been months and not a single word from Allianz.

Regards,
Rob

Sent from my iPad.

On Apr 4, 2011, at 10:40 AM, [REDACTED] wrote:

Dear Mrs & Mr Clements

I confirm receipt of your email of 31 March and our subsequent phone call in which you have advised of your wish for a review of your claim denial via the Internal Dispute Resolution Process. Please find enclosed a copy of the Loss Adjusters 1st Report and Denial Letter for your review. Furthermore, the Hydrologists Report on which we have based our decision is available via the Insurance Council of Australia website www.insurancecouncil.com.au. The particular report is entitled Flooding in the Brisbane River Catchment, January 2001, Volume 2 - Flooding in Brisbane City LGA. We are currently unable to distribute the report electronically due to the size of the report, however can release via post upon request.

After reviewing all of the reports and information, if you wish to pursue Internal Dispute Resolution, if you could respond in writing (email, fax or post as per the details below) with specific points you wish to dispute. Upon receipt of this your claim dispute will be escalated to IDR stage.

We draw reference to the enclosed denial letter and reiterate your policy specifically excludes loss or damage to your building and contents caused by flood as defined in the policy wording.

Kind Regards

[REDACTED]
Senior Claims Service Consultant
Customer Services - Claims
Allianz Australia Insurance Limited
[REDACTED]

Email: [REDACTED] --- Please consider the environment
before printing this email ---

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* Australian Banking and Finance Insurance Awards
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<Crawfords 1st Report - [REDACTED] Clements.doc>

<Denial Letter - [REDACTED] Clements.pdf>

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