

QFCI

Date:

27/09/11

JM

Exhibit Number:

650

Allianz 	Incoming Correspondence for claim [REDACTED]	ACMS Adelaide
--	--	---------------

Incoming Correspondence Details

Claim number	[REDACTED]	Status	<input type="radio"/> Active <input checked="" type="radio"/> Complete
Subject	Email from Ins. - Dispute of Denial	Type	
From	[REDACTED]	Date sent:	31/03/2011 08:18:13 AM ZE10
Allocated to	[REDACTED]	Date received in ACMS	31/03/2011 08:21:47 AM 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 [REDACTED]

Body

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

Email: [REDACTED]

----- Forwarded by Timothy Griffith/AdelaideBC1/Allianz-AU on 31/03/2011 07:48 AM -----

Rob Clements [REDACTED]

To [REDACTED]
cc

30/03/2011 05:25 PM

Subject Claim No# [REDACTED]

Please consider the environment before printing this email

Dear Timothy,

Today we received written notification from Allianz that our claim numbers [REDACTED] and [REDACTED] have been rejected.

We do not accept this decision and request an immediate and further investigation as part of Allianz's formal Dispute Resolution process. I've also left you a voicemail message to this effect.

We are disgusted with the manner in which Allianz has treated us as customers throughout this entire process. We are also especially aggrieved by the impersonal and heartless way in which this decision was communicated.

Rest assured we will leave no stone unturned in pursuing the right decision and bringing Allianz to full account in relation to this matter.

Yours Sincerely,
Robert [REDACTED] Clements



Graceville, QLD, 4075.

Created by	AdelaideBC1/Allianz-AU on	Last Modified by	AdelaideBC1/Allianz-AU on
	31/03/2011 08:23:54 AM.		04/04/2011 12:44:24 PM.

Modification history