Allianz ⑪ | Incoming Correspondence for claim ████ | ACMS Adelaide

Incoming Correspondence Details

Claim number	████	Status	○ Active ● Complete
Subject	IDR Email to Ins. Assessors Report & Denial Letter	Type	
From		Date sent:	04/04/2011 12:40:52 PM ZE10
Allocated to	████	Date received in ACMS	04/04/2011 12:43:55 PM ZE10

Please Note: Modifing 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	████
Copy to	████
Blind copy to	████

Body

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

████
Senior Claims Service Consultant
Customer Services - Claims
Allianz Australia Insurance Limited
Ph: ████
Email: ████

Attachment(s) have been stripped - use the 'View ...' button, above, to access

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Modification history