



Engineering

# Machinery Options







# Machinery Options

*Allianz p.l.c. (referred to as the Insurers) will indemnify or otherwise compensate the Insured named in the Schedule (referred to as the Insured) in accordance with and subject to the terms and conditions of the insurance.*

*The proposal made to the Insurers by or on behalf of the Insured whether in writing or otherwise shall form the basis of the contract.*

*The Schedule Exclusions Extensions and Conditions are all part of this Policy and shall be read together as one document. Any word or expression to which a specific meaning has been given shall have the same meaning wherever it may appear in this Policy.*

*Please read all the pages of this Policy and Schedule carefully to ensure that your insurance requirements are met.*



*Signed for and on behalf of Allianz p.l.c.*





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### **IMPORTANT**

The Insurance Cover provided by this Policy may be varied by Policy Clauses printed in the Schedule.

Please read both the Policy and Schedule to make sure that you have the Insurance Cover Required.



Affix Schedule here



# Cover Options

The insurance defined under each Cover Option applies to the Insured Property shown in the Schedule against that Cover Option during the Period of Insurance and at any Location specified in the Schedule within the Territorial Limits.

## COVER ONE - SUDDEN AND UNFORESEEN DAMAGE

Sudden and unforeseen damage to the Insured Property (including Accidental Damage Breakdown Explosion and Collapse).

## COVER TWO - BREAKDOWN EXPLOSION AND COLLAPSE

Damage to the Insured Property arising from Breakdown Explosion or Collapse as defined below.

### *Breakdown*

- a) The actual breaking distortion or burning out of any part of the Plant (other than Pressure Plant) while in use arising from mechanical or electrical defects in the Plant (other than Pressure Plant) causing sudden stoppage
- b) Fracturing of any item of Insured Property by frost

which necessitates repair or replacement before it can resume normal working.

### *Explosion*

The sudden and violent rending of Pressure Plant by force of internal steam or other fluid pressure (other than pressure of chemical action or ignition of the contents or of ignited flue gases) causing bodily displacement of any part of the Pressure Plant together with forcible ejection of the contents.

### *Collapse*

The sudden and dangerous distortion (whether or not attended by rupture) of any part of the Pressure Plant caused by crushing stress by force of steam or other fluid pressure (other than pressure of chemical action or ignition of the contents or of ignited flue gases).

## COVER THREE - ACCIDENTAL DAMAGE

Accidental damage to Insured Property other than by Breakdown Explosion or Collapse.

## COVER FOUR - OWN SURROUNDING PROPERTY (PRESSURE PLANT)

Damage to property belonging to or held by the Insured in their care custody or control directly consequent on and solely due to damage to Pressure Plant insured by Cover Options One or Two.

## COVER FIVE- OWN SURROUNDING PROPERTY (CRANES AND LIFTING PLANT)

Damage to property (other than property being carried or handled by the Insured Property) belonging to or held by the Insured in their care custody or control directly consequent on and solely due to an accident error or fault in the ordinary use of Cranes and Lifting Plant insured by Cover Options One Two or Three.

## Limit of Liability

The liability of Insurers under this Policy shall not exceed

- a) €317,435/ £250,000 or
- b) any limit of liability stated in the Schedule in substitution for a) above and in addition
- c) any amount stated in the extensions

in respect of any one accident or series of accidents arising from one occurrence of loss or damage.

## Definitions

### TERRITORIAL LIMITS

The Republic of Ireland the United Kingdom the Isle of Man and the Channel Islands.

### INSURED PROPERTY

#### PRESSURE PLANT

- a) boiler plant
- b) plant subject to internal steam pressure
- c) plant used to contain fluids under pressure or vacuum

described in the Schedule.

#### PLANT (OTHER THAN PRESSURE PLANT)

All integral parts of Mechanical Electrical plant or Cranes and Lifting plant and machinery described in the Schedule excluding Pressure Plant.

#### INSURED PROPERTY SHALL NOT INCLUDE

- a) foundations masonry brickwork chimneys tanks gantries tracks grabs magnets or refractory linings
- b) materials being processed by or contained in the Insured Property
- c) office machinery computers or other electronic data processing equipment
- d) plant or machinery which is prototype experimental or untried
- e) plant machinery pipes or cables situated underground

unless specifically described in the Schedule.

### SCHEDULE

The Policy Schedule and/or Plant Schedule forming part of this Policy.

# Extensions

This Policy is extended to cover

## 1 ADDITIONS TO SCHEDULE

additional items of plant of the same class or type as described in the Schedule following completion of successful testing commissioning statutory inspection and certification.

**Provided** that so far as the Insured is aware this plant is free from any material defect.

## 2 TEMPORARY REMOVAL

loss or damage to the Insured Property occurring within the European Community or European Free Trade Area while it is

- a) temporarily located at any other location or
- b) in transit

for the purposes of repair service or maintenance.

Loss or damage arising from fire or fire extinguishing fluid explosion lightning earthquake storm tempest flood inundation water aircraft or other aerial devices or articles dropped therefrom theft or attempted theft shall not be excluded while the Insured Property is in transit.

**Provided** that liability of the Insurers under this Policy for loss of or damage to Insured Property which is in transit or temporarily located at other premises shall not exceed €63,487 / £50,000.

## 3 DEBRIS REMOVAL

costs and expenses necessarily and reasonably incurred by the Insured with the consent of the Insurers in the removal of Insured Property following damage insured by this Policy.

**Provided** that the total liability of the Insurers for the cost of rectification of damage and the removal of Insured Property shall not exceed the Limit of Liability stated in the Schedule.

## 4 ADDITIONAL COSTS

necessary and reasonable costs incurred by the Insured following loss or damage insured by this Policy

- a) in effecting a temporary repair or expediting a permanent repair.  
**Provided** that the liability of the Insurers shall not exceed fifty percent of the normal repair costs
- b) in respect of increased cost of working incurred to prevent or minimise interruption to the business in consequence of the loss or damage excluding those costs incurred in the 48 hours immediately following the occurrence of the damage.

**Provided** that the liability of the Insurers shall not exceed €6,349/£5,000.

## 5 CLAIMS PREPARATION COSTS

necessary and reasonable costs and expenses incurred in producing and certifying any particulars or details required by the Insurers in connection with an event for which liability has been accepted but limited to

- a) additional costs incurred by employees of the Insured
- b) additional fees incurred by the usual auditors of the Insured
- c) costs of materials used in furnishing the requirements of the Insurers.

**Provided** that the liability of the Insurers shall not exceed €3,175 / £2,500.



## Extensions (continued)

### 6 AVOIDANCE OF IMPENDING DAMAGE

the costs incurred by the Insured in taking reasonable but exceptional measures to avoid or mitigate impending loss or damage which would have resulted in a claim under this Policy.

**Provided that**

- a) the impending loss or damage did not arise from any defect in the Insured Property
- b) the impending loss or damage did not arise from a reasonably foreseeable cause
- c) the loss or damage would have been the natural outcome to be expected in the absence of the measures taken
- d) the Insurers are satisfied that loss or damage which would have been insured under this Policy has been avoided or reduced in consequence of the measures taken
- e) the liability of the Insurers shall not exceed the cost which would have been incurred had the measures not been taken and loss or damage insured by this Policy had occurred.

### 7 PAYMENTS ON ACCOUNT

payment as agreed between the Insured and the Insurers in advance of final settlement of a claim under this Policy where the Insurers have admitted liability.

### 8 HIRED IN PLANT

the legal liability of the Insured under the terms of their hiring agreement or otherwise to pay

- a) compensation for loss of or damage to Hired in Plant whilst at or whilst in transit (other than by sea or air) to or from any location specified in the Schedule and
- b) continuing hire charges as a result of loss of or damage to Hired in Plant for which indemnity is provided by a) above.

In addition the Insurers will pay all legal expenses for which the Insured may become liable where legal proceedings have been defended with the written consent of the Insurers.

**Hired in Plant** means plant or machinery with a replacement value not more than €12,698 / £10,000 hired by the Insured but not plant on hire purchase or subject to a lease agreement or on free loan.

**Provided that**

- a) the terms of any hiring agreement shall be no more onerous than the Model Conditions for the hiring of plant approved by The Construction Plant-hire Association and
- b) where the hire charges paid during the Period of Insurance exceed €1,270 / £1,000 the Insured shall declare the hire charges paid and shall pay the additional premium requested by the Insurers and
- c) the liability of the Insurers shall not exceed €19,047/ £15,000.

Exclusion 2 does not apply to this extension of cover.

## Reinstatement and Local Authorities

In the event of loss or damage to

Pressure Plant and/or

Insured Property which is not more than 24 months old at the time of loss or damage and/or

Plant (other than Pressure Plant) or other property belonging to the Insured or for which they are responsible caused by Explosion of Pressure Plant

for which liability is accepted the basis on which the amount payable is to be calculated shall be the reinstatement of the Pressure Plant or Plant (other than Pressure Plant) or other property lost destroyed or damaged.

Reinstatement shall mean

- a) where the Insured Property or other property is lost or destroyed
  - 1 if a building the rebuilding of the property
  - 2 if not a building its replacement by similar plant or property
 in either case to a condition equal to but not better or more extensive than its condition when new.
- b) where the Insured Property or other property is damaged the repair of the damaged portion to a condition substantially the same as but not better or more extensive than its condition when new.

The term property in a) and b) above shall not include stock in trade or goods in process of manufacture.

- c) additional work solely necessary to comply with European Communities legislation or building or other Regulations under or framed in pursuance of any Act of Parliament or Bye-Laws of any Municipal or Local Authority.

**Provided that**

- 1 the liability of the Insurers shall not exceed the Limits of Liability under this Policy.
- 2 where the Insured Property or other property is damaged or destroyed in part only the liability of the Insurers shall not exceed the amount which would have been payable had the Insured Property or other property been totally destroyed.
- 3 no payment beyond that which would have been payable if this clause had not been included shall be made
  - i) unless the work of reinstatement is commenced and carried out without unnecessary delay or
  - ii) if at the time of any loss or damage the Insured Property or other property shall be covered by any other insurance effected by or on behalf of the Insured which is not on a reinstatement basis.
- 4 Insurers shall not be liable for the cost incurred in complying with any of the legislation or Regulations under c)
  - i) in respect of damage occurring prior to the granting of this extension
  - ii) under which notice has been served on the Insured prior to the happening of the damage
  - iii) in respect of undamaged property
  - iv) in respect of any tax duty development or other charge which may be payable for compliance with any Regulations.

Where by reason of the above provisions no payment is to be made beyond the amount which would have been payable if this clause had not been incorporated the rights and liabilities of the Insurers and the Insured in respect of the loss destruction or damage shall be subject to the terms of this Policy as if this clause had not been incorporated.

# Exclusions

## This Policy does not cover

- 1 **EXCESS**  
the amount stated in the Schedule as the Excess in respect of each and every occurrence for which the Insured is indemnified by this Policy.
- 2 **PERILS**  
loss or damage by
  - a) fire however caused
  - b) fire extinguishing fluid
  - c) explosion other than specifically insured by this Policy
  - d) lightning earthquake storm tempest flood inundation water aircraft or other aerial devices or articles dropped therefrom
  - e) subsidence or other ground movement or displacement
  - f) theft or attempted theft
  - g) riot strike lockout and civil commotion.
- 3 **MAINTENANCE/FAULTY WORKMANSHIP**  
the cost of
  - a) maintenance
  - b) rectification of faulty workmanship occurring during the execution of repairs but not damage resulting from a) or b) unless otherwise excluded
  - c) damage by direct application of tools.
- 4 **WEAR AND TEAR**  
the cost of rectification of
  - a) wear and tear erosion corrosion or other deterioration caused by or naturally resulting from ordinary work use or exposure
  - b) gradually developing flaws or fractures which do not necessitate immediate stoppage
  - c) scratching of painted or polished surfaces but not damage insured by this Policy resulting from a) b) or c) unless otherwise excluded.
- 5 **EXPENDABLE ITEMS**  
cutters bits tools moulds dies heating elements driving belts and chains and similar items that require periodic replacement.
- 6 **SAFETY DEVICES**  
damage to safety or protective devices by their functioning.
- 7 **MULTIPLE LIFTING OPERATIONS**  
damage arising during any lifting or lowering operation in which a load is shared between two or more machines unless the prior consent of the Insurers has been obtained.
- 8 **WATERBORNE VESSELS**  
waterborne vessels or Insured Property mounted on or while being loaded onto or unloaded from such a vessel other than vessels on inland waterways or canals.
- 9 **CONSEQUENTIAL LOSS**  
liquidated damages penalties for delay or detention or in connection with guarantees of performance or efficiency or Loss of use or any other form of consequential loss not specifically provided for by this Policy.
- 10 **INSTALLATION/TESTING**  
damage to any item of Insured Property
  - a) arising during its initial installation erection or its final removal
  - b) arising from or caused by testing or commissioning
  - c) arising from or caused by deliberate overloading or overload testing or the imposition of abnormal conditions.
- 11 **POLLUTION AND CONTAMINATION**  
any cost arising directly or indirectly from pollution or contamination.  
  
This exclusion shall not apply to costs arising from pollution or contamination of Insured Property caused directly by an occurrence which is insured by this Policy.

If as a result of other damage provided for by this Policy these items are damaged beyond repair then the Insurers shall indemnify the Insured for any remaining residual value.

# General Exclusions

## This Policy does not cover

- 1 **WAR AND KINDRED RISKS**  
loss or damage directly or indirectly caused by war invasion act of foreign enemy hostilities (whether war be declared or not) civil war rebellion revolution insurrection or military or usurped power confiscation nationalisation requisition or destruction of or damage to property by order of the Government or any Public Municipal or Local Authority.
- 2 **RADIOACTIVE CONTAMINATION**  
loss or damage directly or indirectly caused by or contributed to by or arising from
  - a) ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
  - b) the radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.
- 3 **SONIC BANGS**  
loss or damage directly occasioned by pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds.
- 4 **TERRORISM**
  - a) loss or damage in the United Kingdom other than Northern Ireland by fire or explosion occasioned by or happening through or in consequence directly or indirectly of Terrorism.
  - b) loss or damage in Northern Ireland occasioned by or happening through or in consequence directly or indirectly of
    - 1 civil commotion
    - 2 Terrorism.

## SPECIAL PROVISION -TERRORISM

Subject otherwise to the terms definitions exclusions provisions and conditions of the Policy insofar as the Policy covers damage by fire or explosion the insurance by this Policy covers the Insurer's liability for loss or damage resulting from damage in the United Kingdom other than Northern Ireland by fire or explosion occasioned by or happening through or in consequence of Terrorism as defined above.

**Provided** that the liability of the Insurers in respect of any one occurrence of such damage shall not exceed

- a) €126,974 / £100,000
- or
- b) any Limit of Liability stated in the Schedule

whichever is the lower.

For the purposes of this Policy Terrorism shall mean any act of any person acting on behalf of or in connection with any organisation with activities directed towards the overthrowing or influencing of any Government *de jure* or *de facto* by force or violence.

In any action suit or other legal proceedings where the Insurers allege by reason of this exclusion any damage is not covered by this Policy (or is covered only up to a specified limit of Liability) the burden of proving that such damage is covered (or is covered beyond that Limit of Liability) shall be upon the Insured.

Any provision in this Policy which provides for any Limit of Liability or sum insured to be automatically reinstated following a loss shall not apply to losses covered under this Special Provision.

# Conditions

## 1 INSPECTION

Where Insured Property is the subject of inspection and report the Insured agrees to

- a) properly prepare and make available the Insured Property and
- b) provide and maintain safe means of access to every place at which the representative of the Insurers will conduct the inspections at no expense to the Insurers to enable the Insurers to carry out inspections and report thereon. Where applicable inspections shall comply with the statutory regulations shown in the reports issued following each inspection.

## 2 EXAMINATION

The Insurers shall have the right to examine the Insured Property at all reasonable times.

## 3 OBSERVANCE OF POLICY TERMS

The liability of the Insurers will be conditional on the Insured complying and as appropriate any other person entitled to indemnity complying as though they were the Insured with the terms of this Policy.

## 4 POLICY VOIDABLE

The insurance will be voidable if there has been misrepresentation, misdescription or non-disclosure of any material facts i.e. those circumstances which may influence the Company or the acceptance or assessment of this insurance. If there is any doubt as to whether a fact is material or not it should be disclosed.

## 5 ALTERATION IN RISK

The insurance provided by this Policy shall be avoided in respect of any item of Insured Property where there is any alteration after the commencement of this Insurance which increases the risk of loss or damage unless continued cover is agreed by the Insurers in writing.

## 6 REASONABLE PRECAUTIONS

The Insured shall take all reasonable precautions to safeguard the Insured Property against loss or damage.

The Insured shall also maintain the Insured property in an efficient condition and take all reasonable steps to ensure that all Government and other regulations relating to the operation and use of the Insured property are observed.

## 7 CANCELLATION

The Company may cancel this Policy by giving 30 days notice. Notice shall be by registered post to the Insured at the last known address. This notice is effective from midnight on the thirtieth day immediately following the date of the registered letter.

Provided the premium has been paid in full the Insured shall be entitled to a proportionate rebate of premium in respect of the unexpired Period of Insurance.

For cancellation following a default in payment of the premium or any agreed instalment the period of notice may be reduced to 7 days.

## 8 DECLARATIONS

Where the Premium has been calculated on estimates of values and/or a schedule of plant and machinery supplied by the Insured they shall keep an accurate record of such values and/or changes to the schedule of plant and machinery.

This record shall be supplied to the Insurers within one month following expiry of the Period of Insurance to enable the adjustment of premium to be calculated.

## 9 ADJUSTMENT OF PREMIUM

If the premium calculated on the basis agreed between the Insurers and the Insured on the declarations made for the Period of Insurance exceeds or falls short of the deposit then the Insured shall pay or the Insurers shall refund the difference as the case may be.

# Claims Conditions

## 1 CLAIMS PROCEDURES

In the event of any occurrence giving rise or likely to give rise to a claim under this Policy the Insured shall

- a) notify the Insurers as soon as practicably possible by telephone and in writing.
- b) preserve any damaged or defective Insured Property for inspection by the representatives of the Insurers.
- c) in the case of Insured Property lost stolen or wilfully damaged take all steps (including immediate notification to the Police) to discover any guilty person and recover the property.
- d) carry out and permit to be taken any
- e) in the case of any claim made against the Insured by any third party forward every claim writ or other document immediately and unacknowledged to the Insurers.
- f) not pay or offer or agree to pay any money or make any admission of liability without the prior consent of the Insurers.
- g) furnish at their own expense all particulars and information as the Insurers require.
- h) allow the Insurers in the name of and on behalf of the Insured to take over and during such periods as they think proper to have the absolute conduct and control of all negotiations and proceedings which may arise in respect of any claim and its settlement and the Insured shall give the Insurers all necessary assistance for that purpose.

## 2 OPTIONS FOR CLAIMS SETTLEMENT

- a) The Insurers may at their option repair reinstate or replace what is lost or damaged or pay for the loss or damage in money.

If any Insured Property is to be reinstated or replaced by the Insurers the Insured shall at their own expense provide all plans documents books and information as may reasonably be required.

The Insurers shall not be bound to reinstate exactly but only as circumstances permit and in a reasonably sufficient manner.

- b) The Insurers shall not be liable for the cost of any repairs undertaken without their written consent except in urgent cases where it has been necessary to put minor repairs in hand.

### **Provided that**

- 1 the requirements of Claims Conditions 1 and 5 have been complied with and
  - 2 the repairs are carried out to the satisfaction of the Insurers.
- c) Where loss or damage is confined to a part of a machine or structure the Insurers shall be liable for the value of that part plus the cost of any necessary dismantling and erection for which the Insured is responsible.
  - d) The Insured shall not be entitled to abandon any property to the Insurers whether taken into the possession of the Insurers or not.

## 3 FRAUD

If a claim is fraudulent in any respect or if fraudulent means are used by the Insured or by anyone acting on their behalf to obtain any benefit under this Policy or if any loss or damage is caused by the wilful act or wilful neglect of the Insured all benefit under this Policy shall be forfeited.

## 4 OTHER INSURANCES

The Insurers will not indemnify the Insured in respect of loss damage or liability which is insured by or would but for the existence of this Policy be insured by any other policy except in respect of any excess beyond the amount payable under the other policy or which would have been payable under the other policy had this insurance not been effected.

## 5 SUBROGATION

Any claimant under this Policy shall at the request and expense of the Insurers take or permit to be taken all necessary steps for enforcing rights against any other party in the name of the Insured before or after any payment is made by the Insurers.

# Claims Conditions (continued)

## 6 ARBITRATION

All differences arising out of this Policy shall be referred to

- a) the decision of an arbitrator to be appointed in writing by the parties in difference or
- b) if they cannot agree upon a single arbitrator to the decision of two arbitrators one to be appointed by each of the parties in writing or

In the case of disagreement of an umpire appointed by the arbitrators in writing before entering upon the reference the costs of the reference and of the award shall be in the discretion of the arbitrator arbitrators or umpire making the award whose award shall be a condition precedent to any liability of the Insurers or any right of action against the Insurers in respect of any claim.

If the Insurers shall disclaim liability to the Insured for any claim and such claim shall not within twelve calendar months from the date of such disclaimer have been referred to arbitration under the provisions herein contained then the claim shall for all purposes be deemed to have been abandoned and shall not thereafter be recoverable hereunder.

The term claim shall include any demand upon the Insurers by reason of this Policy.

In accordance with Section 93 of the Insurance Act 1936 all moneys which become or may become due and payable by the Insurers under this Policy shall be payable and paid in the Republic of Ireland.

All sums referred to or under this document are expressed in and are payable in Euros/Sterling.

# Consumer Information

These are the Terms of Business of Allianz p.l.c.

## Your insurer

The underwriter of your insurance is Allianz p.l.c., having its registered office at Allianz House, Elmpark, Merrion Road, Dublin 4. Companies registration office no 143108. Vat no IE0646922D. Our contact details are telephone: 01-613 3000, fax: 01 - 6134444, email: info@allianzdirect.ie

## Allianz Group

Allianz p.l.c. is a member of the Allianz Group.

## Regulatory Status

Allianz p.l.c. is regulated by the Central Bank of Ireland.

## What we do

Allianz p.l.c. is a non-life insurance undertaking underwriting religious, education, social, personal and commercial insurance products.

## How we charge

The charge for our services is the premium (including applicable government levies and premium taxes). This premium, and any optional covers are separately specified in your Schedule/Renewal notice.

## Claims

If you need to make a claim, please contact us at 1890-77 77 99, or at the above trading address.

## Conflicts of interest

It is our policy to maintain appropriate administration structures to ensure that the potential for any conflict of interest is avoided as far as possible.

## Default

Non-payment of your premium or part thereof (including where you are using our Direct Debit option) or breach by you of certain conditions of your policy may lead to your policy being revoked or cancelled, in accordance with the terms in that respect set out in your policy.

## Right of withdrawal

You have the right to withdraw from this policy, provided you have not made a total loss claim, within 14 days of the latest of:

- (1) the starting date of cover, or
- (2) the date on which you receive the full terms and conditions of your Policy.

Withdrawal effectively means that no policy was ever in place, and you may exercise this right by notice in writing to us at the trading address given above, quoting your policy number. Should you exercise this right we will refund you any part of your premium you have paid less an administration fee. If the cover is motor insurance, the premium cannot be refunded until the Allianz Certificate of Motor Insurance and Insurance Disc has been returned to Allianz. Please note that the right of withdrawal does not apply if the insurance policy under which insurance cover is provided for less than 1 month.

## Period of insurance

The period of this contract of insurance is as specified in your Schedule / Renewal notice.

## Cancellation at any time

Both you and we can cancel / terminate the policy by notice in writing to the other in accordance with the terms in that respect set out in your policy.

## Policy Alteration, Additional and Return Premiums

When you make an alteration to your policy we will recalculate your premium, which may result in an additional premium due to us, or a return premium due to you.

If the alteration to the policy results in an additional premium due to us, or a refund due to you we will only charge or refund such premium provided this amount is greater than or equal to €25 plus applicable Government Levy.

## Alteration to terms and conditions

In the event of a claim we may advise you, at the time of your next renewal, of altered policy terms and conditions which increase your premium and/or excess, and/or reduce cover.



# Consumer Information (continued)

## Governing law

The laws of Ireland will apply to your policy and the Irish courts will have jurisdiction to hear any dispute regarding your policy, unless otherwise stated on your proposal form or in your policy terms and conditions.

## Language

Your policy and all communications with you or by you to us will be in English.

## Complaints

We aim to deliver the very highest standards of customer care. If you have any enquiry or complaint, please contact, with your policy/quote number and details:

Head of Customer Focus,  
Allianz p.l.c.,  
Allianz House,  
Elmpark,  
Merrion Road,  
Dublin 4.  
Tel: 01-613 3000  
Fax: 01-613 4444  
info@allianz.ie

## Ombudsman Scheme

If your complaint is not resolved to your satisfaction and you remain dissatisfied with our final response to your complaint you can refer your complaint to:

- (1) The Financial Services Ombudsman Bureau  
3rd Floor,  
Lincoln House,  
Lincoln Place,  
Dublin 2.  
Local: 1890-882090  
Tel: 01-662 0899  
Fax: 01-662 0890  
email:  
enquiries@financialombudsman.ie  
website: www.financialombudsman.ie

and/or

- (2) Insurance Information Services – Irish Insurance Federation  
39 Molesworth Street  
Dublin 2  
Tel: 01-676 1914  
Fax: 01-676 1943  
email: iis@iif.ie  
website: www.iif.ie

## Compensation

Please note that in the event of Allianz being unable to pay a claim, you may be entitled to compensation from the Insurance Compensation Fund in Ireland.





Allianz,  
Allianz House,  
Empark,  
Merrion Road,  
Dublin 4.

Tel: (01) 613 3000  
Fax: 01 613 4444  
Email: [info@allianz.ie](mailto:info@allianz.ie)  
[www.allianz.ie](http://www.allianz.ie)

Calls may be recorded or monitored for regulatory, training and quality purposes.  
Allianz p.l.c. is regulated by the Central Bank of Ireland.  
Registered in Ireland, No. 143108.