

Dear Customer, here's your Allianz Global Life dac Terms of Business

Effective 01/01/2025

Allianz Global Life dac
Maple House,
Temple Road,
Blackrock,
Co. Dublin,
Ireland
www.allianzgloballife.ie

For customer support
01 242 2333
customersupport@allianzgloballife.ie

What are the Terms of Business?

These are the Terms of Business for Allianz Global Life dac, which is part of the Allianz Group. This document is a requirement of the Central Bank of Ireland and is intended for your protection as a consumer. It is important that you read this document in full and that you contact us if there is anything that you do not understand or would like additional information on.

Who we are:

Allianz Global Life dac is a life insurance undertaking with a registered address of Maple House, Temple Road, Blackrock, County Dublin, A94 Y9E8.

Allianz Global Life dac is registered with the Companies Registration Office under number 458565 and its VAT number is 9688185J.

You can contact us at any of the following:

- Telephone: (01) 242 2333
- Email: customersupport@allianzgloballife.ie

Allianz Global Life dac is regulated by the Central Bank of Ireland. Allianz Global Life dac is subject to the Central Bank of Ireland's Consumer Protection Code, Minimum Competency Code, Fitness and Probity Standards and Individual Accountability Framework. These Codes offer protection to consumers and can be found on the Central Bank's website: www.centralbank.ie.

What we do?

Allianz Global Life dac offers Approved Retirement Fund (ARF) and Personal Retirement Savings Account (PRSA) products in Ireland. We do not deal directly with personal customers in Ireland but instead typically

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operate through intermediaries. We do not provide advice to customers about the insurance products we sell. We also offer unit-linked savings and retirement products in addition to protection products in other countries within the European Economic Area (EEA).

How we charge?

The charges we apply vary depending on the type of policy and investment options chosen. Full details of the charges applying to your policy are provided in your policy documentation.

How we communicate?

Your policy and all communications with you or by you to us will be in English. We will publish your policy documentation in our online portal. On request, we will also provide your documentation by post.

Claims

If you need to make a claim, please complete the relevant claim form that can be found on our website (also available through your broker where applicable), and email it to claims@allianzgloballife.ie. Alternatively, contact us at (01) 242 2333 or at the above address. When you contact us, please provide us with your policy number.

Complaints

We aim to deliver the very highest standards of customer care and we will deal with all complaints fairly and promptly. Complaints can be submitted verbally or in writing. All complaints will be fully investigated and the Company will endeavor to resolve the complaint to the customer's satisfaction. If you have any feedback or complaints in relation to your policy, please contact us, with your policy/proposal number and details through any of the below:

Allianz Global Life dac,
Maple House,
Temple Road, Blackrock,
Co. Dublin,
A94 Y9E8.
Telephone: (01) 242 2333
Email: complaints@allianzgloballife.ie.

If the outcome of your complaint has not been resolved to your satisfaction and you remain dissatisfied with our final response you can refer your complaint to:

The Financial Services and Pensions Ombudsman,
Lincoln House, Lincoln Place,
Dublin 2
Telephone: (01) 567 7000
Email: info@fspo.ie
Website: www.fspo.ie.

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Conflict of Interest

It is our policy to maintain appropriate administration structures to ensure that the potential for any conflict of interest is avoided where possible. Allianz Global Life dac has established procedures for assessing any conflict of interest that arises and for appropriate measures to be taken if a conflict of interest cannot be avoided. If you are aware of any conflict of interest, please contact us also using the details above.

Default (by the customer)

In the event of any default by a customer, Allianz Global Life dac will deal with the matter in accordance with the provisions of the relevant policy and applicable law.

Data Protection

Your data will be processed primarily for insurance administration purposes, including underwriting, claims handling, reinsurance and fraud prevention. We will retain it for these purposes in line with our records retention policy. The legal basis for processing your data is the performance of a contract of insurance, legal obligation, legitimate business interests and consent. Full data protection details can be found in your policy documentation and on our website www.allianzgloballife.ie.

Call Recording

Calls may be recorded or monitored for regulatory, training and quality purposes.

Direct Marketing

Subject to your explicit consent, we would like to keep you informed by post, telephone (including mobile), e-mail, SMS or other means about our products and services. We may also share your details within the Allianz Group for marketing purposes. Your information may also be used for these purposes after your policy has lapsed.

We'd love to help.

Call us on 01 2422333 or visit us at allianzgloballife.ie

The Allianz Team