

How to raise my feedback?

Please let us know your feedback by calling our hotline, sending an email, fax or post to our Customer Service Department. Upon receipt of the feedback, we will carry out investigation and follow up with you.

Allianz Global Corporate & Specialty SE Hong Kong Branch - Customer Service Department

Mail: Units 2313-15, BEA Tower, Millennium City 5, 418 Kwun Tong Road,
Kwun Tong, Kowloon, Hong Kong

Hotline: +852 8100 2402

Fax: +852 2751 8662

Email: customerservice@allianz.com.hk

We understand that we may not always be able to reach an agreement on your case. If you are not satisfied with our response, please tell us on the contact details above or you may contact the relevant organizations listed below for assistant:

Insurance Authority	Address: 19/F, 41 Heung Yip Road, Wong Chuk Hang, Hong Kong Email: complaints@ia.org.hk Tel: (852) 3899 9983 Fax: (852) 3899 9993
Insurance Agents Registration Board	Address: 29/F Sunshine Plaza, 353 Lockhart Road, Wanchai, Hong Kong Email: hkfi@hkfi.org.hk Tel: (852) 2520 1868 Fax: (852) 2520 1967
The Insurance Complaints Bureau	Address: 29/F Sunshine Plaza, 353 Lockhart Road, Wanchai, Hong Kong Email: icb.enquiry@icb.org.hk Tel: (852) 2520 2728 Fax: (852) 2520 1967

VHIS Office

Address: Unit 2902, Millennium City 6, 392 Kwun
Tong Road, Kowloon, Hong Kong

Email: vhis_enquiry@fhb.gov.hk

Tel: (852) 2529 8900

Fax: (852) 2529 8982