

Registration

How does registration work in the app?

Step 1: Enter your policy number.

Step 2: We send a verification code to the email address that is linked to your policy and stored in our system.

Step 3: Enter the verification code in the input field in the app.

Step 4: You now have access to all functions of the app.

To which email address did you send the verification code?

We have sent the verification code to the email address you provided when you took out your insurance policy. It is the one stored in our systems. If you do not know this e-mail address or do not have access to it (e.g. because your travel agency entered their e-mail instead of yours into the booking system), please contact our Customer Service Center at service-reise@allianz.com and they can update it for you.

I have followed all the registration steps. Why can I still not register?

Possibility 1: Under certain circumstances, your insurance policy has not yet been created in our system. Between the conclusion of your insurance policy and its entry in our systems up to 24 hours can pass. Please try again shortly.

Possibility 2: The verification code sent to you is no longer valid. If you enter the code into the app at a later time, enrolment will no longer work. In this case, click on the "Resend code" button and enter the new code for registration within 10 minutes of receipt.

Can I use the app without registering?

Yes, the following selection of app functions is available to you without registration: Emergency numbers for your current country of travel, information on assistance facilities in your area (hospitals, doctors, pharmacies and police stations), real-time flight tracking and our medical dictionary.

Home screen

Why can I no longer see my insurance policy on the home screen?

Only a limited number of policies can be previewed on the home screen. The display depends on the date, the most recent policy appears at the top. If you have added several insurance policies, you will find an overview of all insurance policies under the menu item "Policies" on the home screen or under "Insurance policies" in the "Tools" menu.

Why can't I see my booked flights on the home screen?

You have to add your booked flight manually in the app to follow the status of your flight in real time on the home screen. There is no automatic link between your travel booking and the display of your flight. You can also track other flights in the app, for example if you are expecting a guest.

For more information, please go to the "Flights" section.

Profile

Where does the default e-mail address and telephone number in my profile come from?

We stored the e-mail address you entered when you took out your insurance policy. We also sent the verification code to this e-mail address during the registration process.

Can I change my email address and telephone number?

If you would like to enter a different e-mail address or telephone number, please contact our Customer Service Center at service-reise@allianz.com, they are happy to change it for you. It is not possible to change your email address and telephone number in the app.

Insurance policies

Why can't I add my insurance policy in the app?

It is possible that you used a different e-mail address for another insurance policy when you took out the policy. If you want to view this policy with the different e-mail address, you will need to switch your profile and log in again with the new policy number and e-mail address.

Alternatively, we will be happy to help you adjust your e-mail address in our Customer Service Center at service-reise@allianz.com.

Why doesn't the app automatically take over all my insurance policies from Allianz Partners?

We are working on the automation of this process. Until then, please add your insurance policy manually in the app.

Why can I no longer see my insurance policy on the home screen?

See explanation under "Home screen".

I would like to make a change to my policy. How can I do this?

If you would like to make a change, please contact our Customer Service Center at service-reise@allianz.com. Our colleagues will be happy to change your data for you. For the policy to be updated, please log out of the app first and then log back in with your policy number.

I have had a change made to my insurance policy at Allianz Travel. Why is the change not yet visible in the app?

Unfortunately, we are not yet able to provide an automated update of your insurance policy. Please first log out of the app and then log back in. The corrected version of your insurance policy will be visible in the app once you have logged off and logged back on.

You can view the time of the last update of your insurance policy in the app in the menu item "Policies" in the upper area under "Last update".

Can I have my insurance policy sent to me again directly from the app?

Unfortunately this is not possible. Our Customer Service Center will be happy to help you with that at service-reise@allianz.com.

I have taken out two insurance policies with different e-mail addresses. Can I still have both insurance policies displayed?

You can only have those insurance policies displayed in an overview for which you entered the same e-mail address when taking out the insurance policies.

If you want to view an insurance policy with a different e-mail address, you have to switch your profile and log in again with the other policy number and the corresponding e-mail address.

Alternatively, please contact our Customer Service Center at service-reise@allianz.com. Our team will be happy to adjust your e-mail address for you.

Contact

The emergency numbers displayed do not correspond to the ones I know for Germany. What are these numbers and how can I see the emergency numbers of another country?

In the menu item "Contact" you will always see the emergency numbers of the country in which you are currently located - provided you have enabled your location sharing in the app. If you want the numbers of another country, click on "Change country" and select your desired country.

Why can't I immediately see the emergency numbers of the country I am currently in?

You may have disabled your location sharing or you may not have agreed to location sharing in your app yet. Go to the settings menu of your phone and agree to location sharing there. Also set the setting to "Always" to be able to call local emergency numbers at any time.

Flights

Why is my flight that I booked in connection with my trip not automatically displayed?

You need to manually add your booked flight in the app to track the status of your flight in real time. There is no automatic link between your travel booking and the display of your flight in the app. You can track any flight you want.

Why does my boarding gate information in the app differ from the information displayed at the airport?

There may be differences between the information in your app and the information on the display boards at the airport, especially if there are changes at very short notice. To be on the safe side, you should check the information at the airport again.

Why can I no longer see my flights on the home screen?

See explanation under "Home screen".

Report a claim

How can I report a claim?

There are two ways to report a claim. Either you go to your insurance policy in the "Policies" menu and click "File a claim". Or you go to the menu item "Claims". After clicking on the button "Go to online claims portal", you will be redirected to our digital claims portal.

Help in my area

Have the hospitals shown in the app been checked by Allianz Travel?

Yes, you can easily recognise hospitals that have been checked by Allianz Travel by the yellow star directly on the map.

Have the doctors shown in the app been checked by Allianz Travel?

At the moment, we are not yet able to offer a check of the doctors displayed in the app. We provide you with a general overview of all doctors in your area.

Why are no hospitals, doctors, etc. displayed in my direct vicinity?

You may have deactivated your location sharing or you may not yet have agreed to location tracking in your app. Go to the settings menu of your mobile phone and agree to location sharing there. Also, set the setting to "Always" to be able to access assistance facilities in your area at any time.

Terms of use and privacy policy

Where can I view the Terms of Use and Privacy Policy?

You can view the terms of use and data protection provisions at any time under the menu item "Tools".

Further questions

If our FAQs did not solve your problem, please feel free to contact our Customer Service Center service-reise@allianz.com.