**Allianz General Insurance Partnership**

**FAQs**

**Overview**

The Allianz referral program helps your clients get insurance cover for their most valuable assets, while providing a simple way to diversify your business.

Our ‘no advice’ referral partnership model enables mortgage brokers to refer their clients to an Allianz Insurance Specialist for Home, Landlord, Motor and Small Business Insurance

1. **Why Allianz?**
* Allianz is one of the largest general insurers in Australia. It is a recognised brand for our clients and has over 3 million customers and over 3,800 staff employed in Australia.
* In 2018, Allianz was recognised as Large General Insurance Company of the Year at the Australian Insurance Industry Awards for the fourth year in a row, and General Insurance Company of the Year Australian Banking and Finance Insurance Awards.
* The ease of doing business, particularly the empowerment of the broker to drive the client experience.
* Allianz has a team of insurance specialists dedicated to its mortgage broker partners. The purpose of the team is to deliver a comprehensive service to mortgage brokers with the following key features:
* **Outbound calls to your clients** – the team is experienced in making outbound calls to mortgage broker clients.
* **Email communication** – you can email referrals through to the dedicated team.
* **Email updates** – the team will keep you updated on the progress of your referrals.
* **Certificate of Insurance** – the team will send a Certificate of Insurance to you and your client when the sale is finalised.
1. **What products are available?**
* Home building and contents Insurance
* Landlord Insurance
* Motor Vehicle Insurance
* Caravan & Trailer Insurance
* Small Business Insurance
1. **How do I refer my clients for a quote?**

You can refer a client in one of the following ways once you have obtained the customers consent and pre-positioned the Allianz service:

1. Call Allianz with your Client on the Vow Financial dedicated phone number 1300 203 050
2. Email Allianz with the details of the referral - **brokersales@allianz.com.au**
3. Ensure the client has a copy of the product brochure and have them call the Vow Financial dedicated phone number to obtain a quote themselves

Critical to success:

* For the client to have the best experience, it is important to pre-position the quote as early as possible in the process when you meet with the client so they are expecting the call from Allianz.
* Ensure you include your client’s full name and best contact details with any referral: be sure to include additional contact details if possible.

**NOTE:** Please make sure you have read the attached ’Letter of Acknowledgement’ and ‘Guidelines’ for a summary of your obligations and responsibilities noting this is a no advice model. You agree to follow these obligations and responsibilities by making your first referral.

1. **When is the best time to refer my client?**

You have the option to refer a client at any time upon your customer’s request. If you are completing a loan for the client the best time to refer your client to Allianz is once the loan reaches unconditional approval.

If you are not completing a loan for the client, you can refer at any time for building, contents, landlord or motor insurance upon your customers request.

1. **What happens once the referral is sent to Allianz?**

All referrals are processed and managed by a dedicated mortgage broker team who will contact the client within 48 hours.

The Allianz insurance specialist will make reference back to the referring Vow Financial broker and branch, positioning the quote as an obligation free service where Allianz can provide quotes on insurance and organise all of it over the phone if they wish to proceed. If the client does proceed, a copy of the Certificate of Insurance is emailed directly to the Vow Financial broker.

1. **Can my client ring Allianz themselves to obtain a quote?**

Yes, it is ideal if the client receives a call from Allianz, but if they prefer to ring Allianz direct they can. There is a dedicated Vow Financial phone number for all Vow Financial clients to ring. This number is **1300 203 050** This phone number is on the brochures being provided.

It is essential that the client rings this number, so they are identified as an Vow Financial client.

1. **What are the benefits for our clients?**
* Up to 90 days FREE\* buildings cover during settlement
* Premiums payable monthly at no additional cost^
* Easy hassle-free process – one less thing to worry about in the middle of purchasing a new home or investment property
* All quotes are obligation free
* Allianz is an award winning insurance company, with a recognised brand and strong credentials, offering a highly competitive range of products
* A copy of the Certificate of Insurance is sent directly to the Vow Financial broker – no double handling required

\*Conditions apply; please refer to the Up to 90 Day Free Buildings Cover flyer for full terms and conditions.

^ Premiums payable by instalments may be subject to minor adjustments (upwards or downwards) due to rounding and financial institution transaction fees may apply.

1. **What are the key benefits for Vow Financial brokers?**
* Value add service that allows you to cater for your clients’ insurance needs quickly and efficiently
* A simple, no advice, referral model that provides access to a dedicated team of Allianz insurance specialists; we do not provide any financial advice on the Allianz products – let the Allianz insurance specialists discuss the details with your clients
* Enhances your product offering to your clients
* Financial return – up-front and renewal commission payable on each policy (need to confirm how much is passed on)
* Allianz brochures available to support the referral process
* Allianz Account Managers on hand to provide ongoing support
1. **What is Allianz’s approach to Flood Cover?**

Allianz commenced a progressive roll-out of flood cover across Australia in 2011. All clients who satisfy Allianz’s eligibility criteria are now offered the flood cover option.

Where clients choose not to purchase the optional flood cover, their policy documents clearly indicate this. Where a client has taken flood cover or the flood cover option is being offered, the attributable premium is shown separately on their documentation.

1. **How do I get accredited to refer to Allianz?**

Once you have read the Allianz ‘Letter of Acknowledgement’ and ‘Guidelines’, you agree to follow these obligations and responsibilities by making your first referral on or after 9th of November 2020

**Please Note:** As an accredited referrer, under our agreement you must not provide any financial product advice to your client regarding Allianz products. Prior to referring your clients to Allianz, please ensure you review the Allianz ‘Letter of Acknowledgement’ and ‘Guidelines’ in detail.

1. **What role do I play in product selection and ongoing reviews?**

This is a referral process. Vow Financial cannot provide financial advice on the general insurance products. This means Vow Financial brokers do not make any comments that may be seen as recommending or marketing an insurance product to the client, or trying to influence the client’s decision on whether to purchase insurance. Any questions from clients on the products should be referred back to Allianz.

Allianz will manage all of the client communications, including renewals and any claims. If any client seeks advice on any of this, they should be referred to the Allianz Service team on1300 203 050

1. **How do I get copies of the Allianz brochures?**

<https://www.einsure.com.au/wb/public/forms/StationeryOrder-VF.html>

1. **What commission can I earn ?**

For every insurance policy taken out as the result of a client referral, the Vow Financial broker will receive up-front and trail commission at the rates below. The commission is calculated on the base premium, which excludes stamp duty, fire services levy, GST and other Government taxes, charges or levies.

**Commission Rates**

|  |  |  |
| --- | --- | --- |
| **Class of Insurance Business** | **Upfront paid at inception of policy** | **Renewal** |
| Home Insurance | 14% | 14% |
| Landlord Insurance | 14% | 14% |
| Small Business | 10% | 10% |
| Motor Insurance | 5% | 5% |
| Caravan and Trailer Insurance | 5% | 5% |

**NOTE:** The Vow Financial commission split rules apply to the above rates

1. **What should I do if I have a commission query ?**

Any commission enquiries should be sentto**: commissions@vow.com.au**

1. **Who do I contact in Allianz for further information?**

Allianz has Account Managers based in each state that will be responsible for the Vow Financial Allianz partnership and are happy to assist. Their contact details are below:

**NSW** **VIC**

Jayden Cheers Bernadette Wood

BDM BDM

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