

**HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS**

**REVIEW OF THE FOUR MAJOR BANKS AND OTHER FINANCIAL INSTITUTIONS  
INSURANCE SECTOR**

**Allianz Australia**

**ALZ06QON:** How many claims, both in number and as a proportion, have been denied and how many travel insurance claims remain in dispute?

**Answer:** As at 30 April 2020, 1,820 travel insurance claims issued on behalf of Allianz Australia (**Allianz**) were denied due to the COVID-19 pandemic. This represents just under 15 percent of claims received by Allianz related to COVID-19.

As at 30 April 2020, there were 50 internal disputes related to COVID-19 claims being handled by Allianz and 37 external disputes in progress at the Australian Financial Complaints Authority (**AFC**A). In total, the number of claims in dispute represents less than 1 percent of COVID-19 related claims.