

Allianz 



A guide to Online Account Management

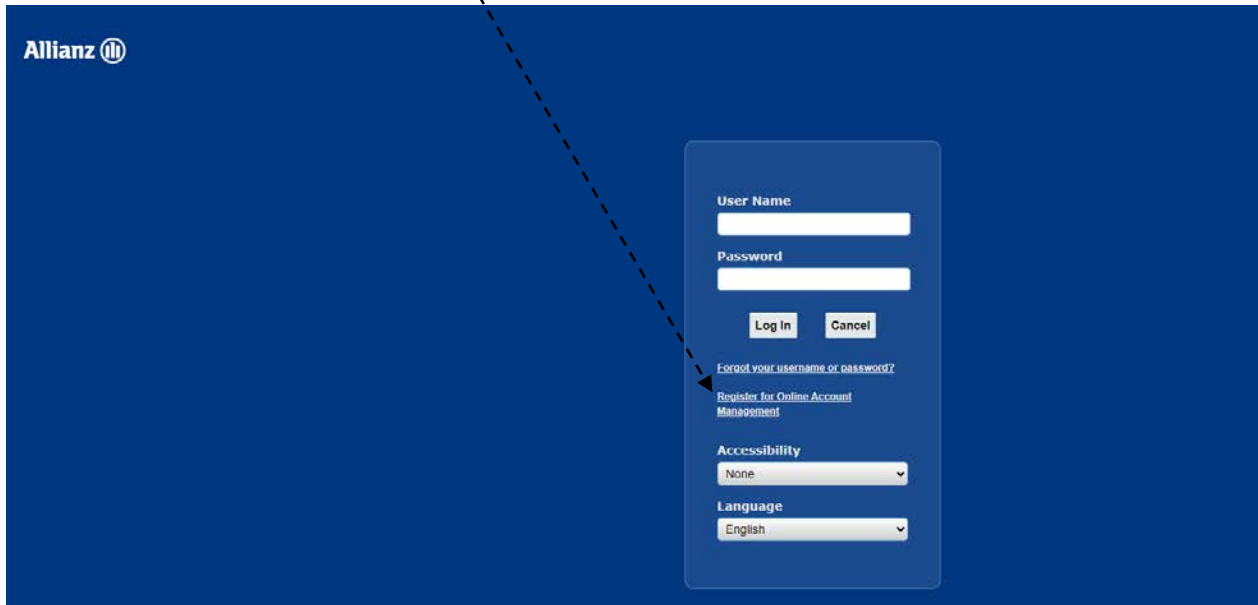
[ALLIANZ.CO.UK](https://www.allianz.co.uk)

Contents

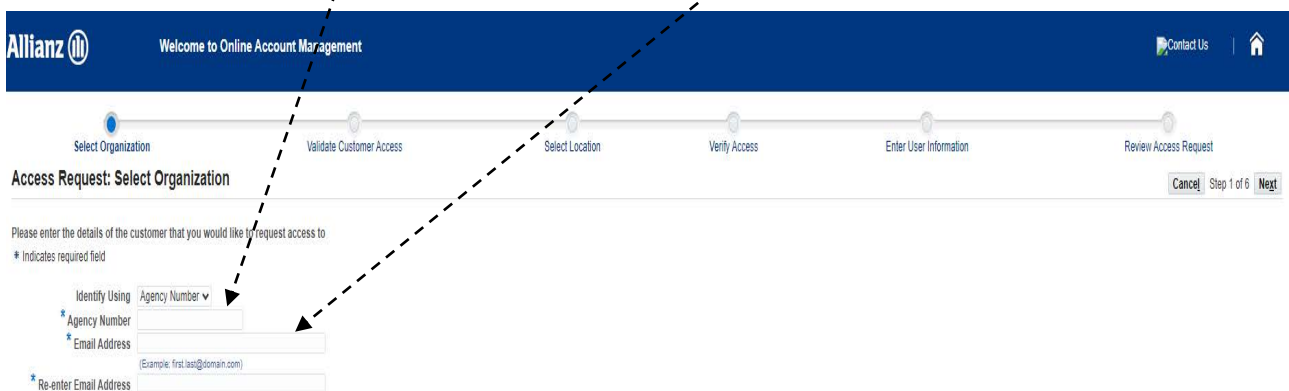
Self Registration	3
Accessing Online Account Management	6
Home Page – Overview	7
Disputing Policies	8
Making a Payment – Immediate Payment	11
Making a Payment – Future Dated Payment	14
Adding Additional Accounts	18
Viewing Disputed policies	21
Downloading a Statement	21
Viewing Payments	22

Self Registration

- Select **Register for Online Account Management**



- Enter the **Agency number**, then enter the **email address** you will be using to login.




- Enter the **Unique ID*** provided by **AZP**. Please note that if you have three unsuccessful attempts your account will be temporarily locked for 24 hours.

***Please note:** This Unique ID would have been provided either in the initial email when requesting set up on Online Account Management or in the email when you requested additional access.

- Click on the **Select** button, then click **Next**.

- Fill in the **User Information** and select a **Password**. The Password **must** be 8 or more characters and must not contain repeating characters. Once all details are complete, click **Next**.

- Review the **User Details** and **Terms and Conditions** then tick the **box**. Click **Submit** once complete.



Previous | Enter User Information | Review Access Request

Access Request: Review Access Request Cancel Back Step 6 of 6 Submit

Please review both your registration information and our Terms and Conditions. Check the box to indicate that you have read and agreed with the terms and conditions prior to submitting your request.

Email Address Test@Allianz.co.uk
 Prefix Mr.
 First Name AZP
 Middle Name
 Last Name Test
 Suffix
 Phone Number

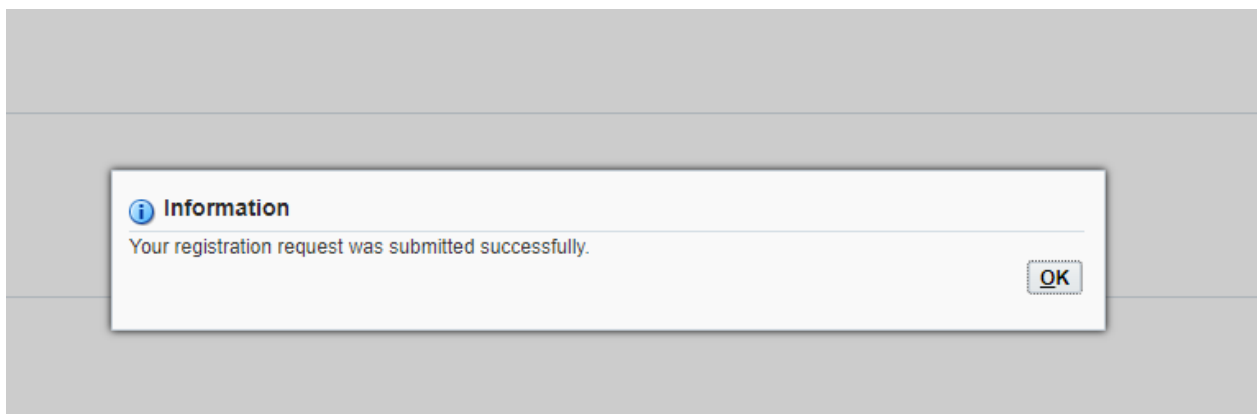
Customer Details

Account Number 9999
 Name AZP Test
 Location 69 Park Lane, Clondara, CR9 1BG, United Kingdom

Terms and Agreement

Review Terms and Conditions
 I have read and agree with the Terms and Conditions.

- You are now registered for Online Account Management.



Accessing Online Account Management

- Using the link provided in the confirmation email enter your **Email address** in User name and your **Password**, then click **Login**

- Select **Online Account Management - Administration**, then click **Customer Access**

Please note: If Online Account Management is set up on a single broker, the step below is not applicable.

- Click **Go** while leaving the % in the search box and select the relevant account that you wish to manage online by clicking the icon in **Account Summary**

Customer Name	Customer Number	Organization	Address	Address Type	Primary Contact	Contact Phone	Account Summary
AZP Test	9999	LVIC	89 Park Lane, Croydon, CR9 1BG, United Kingdom	Bill To	AZP Test		oo
AZP Test	899999999	Highway	89 Park Lane, Croydon, CR9 1BG, United Kingdom	Bill To	AZP Test		oo

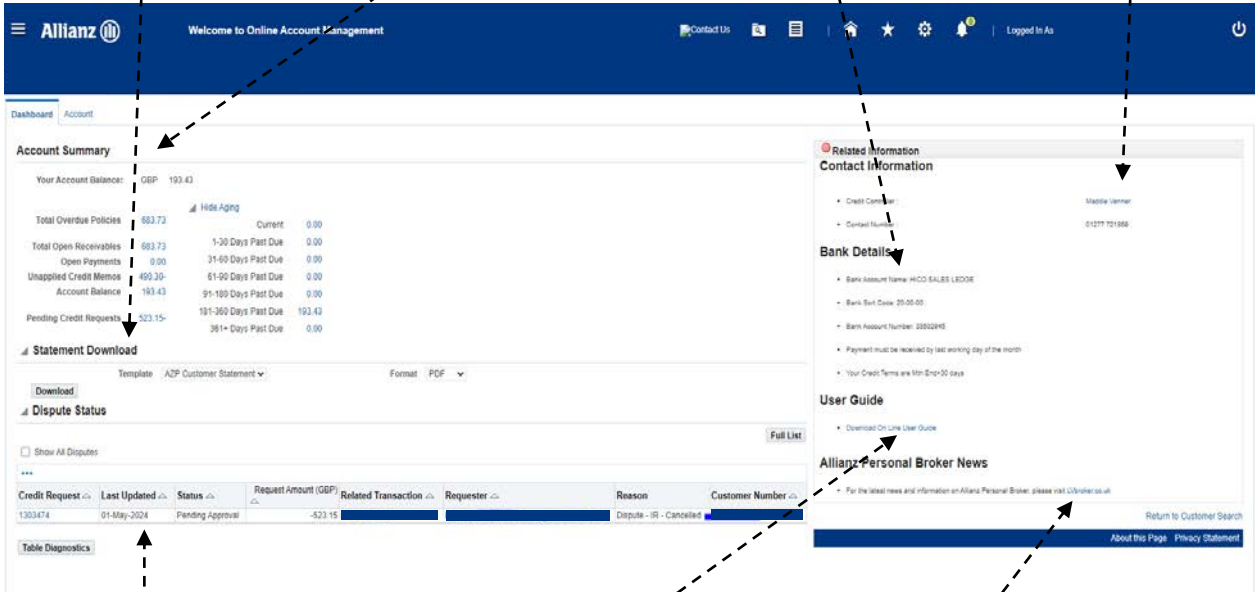
Home Page – Overview

Statement:
This section allows you to download your statement in multiple formats.

Account Summary:
Summary of debt, showing aging and disputed items. Click **Account Balance** to view all Transactions.

Bank Details:
Payment bank details for this account.
Please note: These details are different for LVIC & Highway.

Contact:
Credit Controller contact details.



Dispute Status:
Shows all outstanding disputed items.

User Guide:
Option to download Online Account Management User Guide.

AZP Broker News:
News and Updates from AZP Broker.

Disputing Policies

- Tick the **Select boxes** for the policies to be disputed, or search using the **Policy number** field

The screenshot shows the 'Search' section with filters for Status (Open/pending), Currency (GBP), and Transaction Type (All Transactions). Below the search filters is a table of transactions. The 'Select' column has checkboxes for each row. A dashed line points from the 'Select' checkboxes to the 'Policy Number' search field.

Select	Policy Number	Broker Reference	Policyholder	Transaction Type	Transaction Date	Policy Type	Gross	IPT	Commission	Comm %	Original Amount	Balance Outstanding	Due Date	Type	Status	Dispute Status
<input type="checkbox"/>	[Redacted]	[Redacted]	[Redacted]	Cancellations	07-Sep-2023	Motor	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	-490.30	30-Oct-2023	Highway Auto Credit	Overdue	
<input checked="" type="checkbox"/>	[Redacted]	[Redacted]	[Redacted]	New Business	02-Sep-2023	Home	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	160.58	30-Oct-2023	Highway Auto Inv	Overdue	
<input type="checkbox"/>	[Redacted]	[Redacted]	[Redacted]	New Business	01-Sep-2023	Motor	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	523.15	30-Oct-2023	Highway Auto Inv	Overdue	

- Once all the policies are added, click **Dispute**.

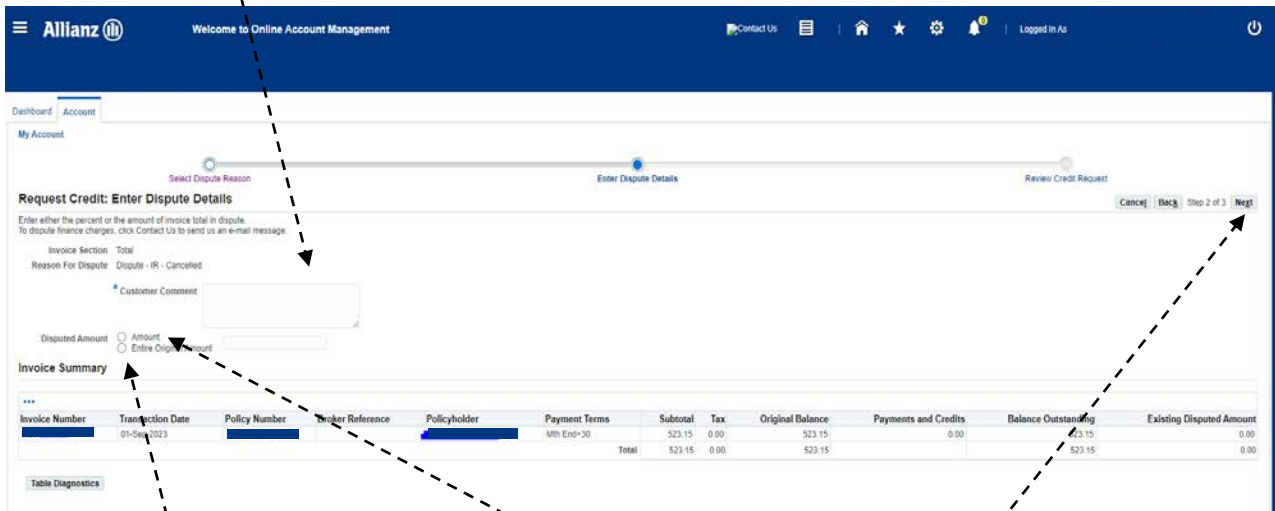
Please note: You can dispute multiple policies at the same time, as long as the reason for the dispute is the same.

- Select the **Reason for Dispute** from the drop down list and then click **Next**.

The screenshot shows the 'Request Credit: Select Dispute Reason' step. A dropdown menu is open, showing various reasons for dispute. A dashed line points from the dropdown to the 'Next' button.

Invoice Number	Transaction Date	Policy Number	Broker Reference	Policyholder	Mth End	Total	Tax	Original Balance	Payments and Credits	Balance Outstanding	Existing Disputed Amount
[Redacted]	01-Sep-2023	[Redacted]	[Redacted]	[Redacted]	Mth End-30	523.15	0.00	523.15	0.00	523.15	0.00
Total						523.15	0.00	523.15		523.15	0.00

- Enter your comments on the next screen to explain in further detail the **Reason for the Dispute**. This is **mandatory** and will ensure swift turn around of queries.



Request Credit: Enter Dispute Details

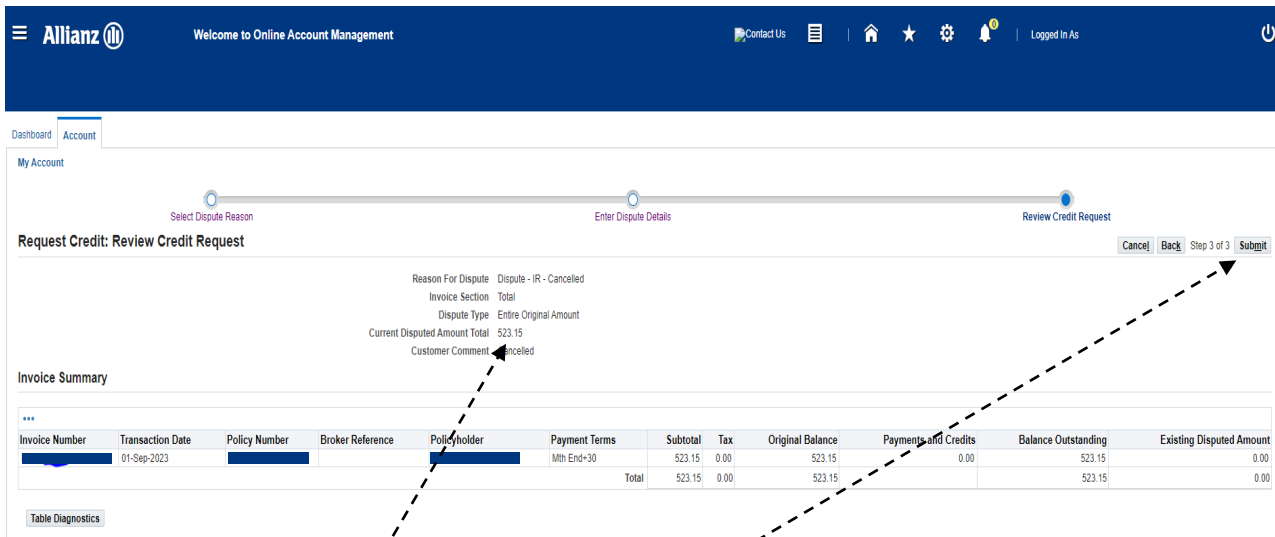
Enter either the percent or the amount of invoice total in dispute. To dispute finance charges, click Contact Us to send us an email message.

Reason For Dispute: Dispute - IR - Cancelled
 Invoice Section: Total
 Dispute Type: Entire Original Amount

Disputed Amount: Amount Entire Original Amount

Invoice Number	Transaction Date	Policy Number	Broker Reference	Policyholder	Payment Terms	Subtotal	Tax	Original Balance	Payments and Credits	Balance Outstanding	Existing Disputed Amount
	01-Sep-2023				Mth End+30	523.15	0.00	523.15	0.00	523.15	0.00
Total						523.15	0.00	523.15		523.15	0.00

- If disputing part of a policy then you need to select **Amount** and then enter the amount that you wish to dispute in the box provided, then click **Next**. Otherwise simply select **Entire Remaining Amount** and click **Next**.



Request Credit: Review Credit Request

Reason For Dispute: Dispute - IR - Cancelled
 Invoice Section: Total
 Dispute Type: Entire Original Amount
 Current Disputed Amount Total: 523.15
 Customer Comment: Cancelled

Invoice Number	Transaction Date	Policy Number	Broker Reference	Policyholder	Payment Terms	Subtotal	Tax	Original Balance	Payments and Credits	Balance Outstanding	Existing Disputed Amount
	01-Sep-2023				Mth End+30	523.15	0.00	523.15	0.00	523.15	0.00
Total						523.15	0.00	523.15		523.15	0.00

- Confirm the **Dispute Details**, click **Submit** button.

- Your dispute has now been submitted.



Cancel Comment Cancelled

 **Confirmation**

This dispute request was submitted for approval on 01-May-2024. The requester will receive an email whenever there is a change of status to this dispute. The email will include LV= response to your dispute. We aim to respond to your dispute as soon as possible, but please note that it may take up to 4 weeks.

[Return to Account Details](#) [View Credit Memo Request](#)

Making a Payment - Immediate Payment

- When selecting policies to be paid, you can choose to display all policies on the account or only those within a specific date range. Select the date you wish to view in the **'Due Date' To** field and click **Go**.

The screenshot shows the Allianz Online Account Management interface. The search filters section includes:

- Status: Open pending
- Currency: GBP
- Transaction Type: All Transactions
- Transaction Amount From: [] To: []
- Transaction Date From: [] To: []
- Due Date From: [] To: (16-Apr-2024)

 Below the filters, there are buttons for 'Go' and 'Clear'. A table of transactions is displayed below, with columns for Policy Number, Broker Reference, Policyholder, Transaction Type, Transaction Date, Policy Type, Gross, IPT, Commission, Comm %, Original Amount, Balance Outstanding, Due Date, Type, Status, and Dispute Status. The table shows three transactions: Cancellations (07-Sep-2023, Motor), New Business (02-Sep-2023, Home), and New Business (01-Sep-2023, Motor).

- To select the policies to be paid, you have several options; you can choose to tick the individual **Select boxes**, **Select All Transactions** on the account, or **Select** the transactions from the page displayed.

The screenshot shows the same interface as above, but with the 'Select Transactions' section expanded. It includes buttons for 'Pay', 'Dispute', and 'Add to Transaction List'. A dashed arrow points from the 'Select' button in the search filters to the 'Add to Transaction List' button. The table of transactions is visible below, showing the same three transactions as in the previous screenshot.

- When all selections have been made, click **Pay**. If you would like to pay multiple policies, select **Add to Transaction List**.

- If Items have been added to the Transaction List, they will remain ticked on the account screen. Click the link in the top right corner to view the **Transaction List**. On this screen you can choose to **Save Transaction List** and come back to it at a later date. When a Transaction List has been saved, the policies listed will stay in the list until paid or cleared. The running total of all policies in the Transaction List is shown in the bottom left hand corner. Review the policies to be paid, and click **Pay**.

- Select a **Payment Method** from the drop down list and click **Submit Payment**

Please note: If you have not signed up for Direct Debit collection, then select your payment method of either **BACS** or **Cheque**. If paying by **cheque**, you are required to complete the **Cheque reference** field with your **Cheque number**.

- Please follow the steps listed for the relevant payment type, and click the **View Payment** button.

Confirmation

We have received payment 322269 and applied it against the policies you selected.

BACS Payment Customers: Please click on the View Payment button and print the remittance and store for your records.

CHEQUE Payment Customers: Please click on the View Payment button and print the remittance. This printout should be attached with your returned cheque.

DIRECT DEBIT Customers: The payment notification is provided when you click the View Payment button. This is for information purposes only and shows the amount due which will be collected from your bank account by Direct Debit. The payment notification screen provides you with the notice of the date and amount of collection and serves as 3 days notice prior to the collection of the Direct Debit which you have authorised.

PLEASE NOTE: If funds are not received within 3 working days of your payment date, the receipt will be reversed and the policies will re-appear on your account.

[Return to Account Details](#)

[View Payment](#)

- Please click on the **Printable Page** button. This will print a remittance advice that you will need to attach to your **Cheque** when sending payment.

Online Account Management - Customer Payment

Customer Address: [Redacted]

Contact Name: [Redacted]
Contact Phone: [Redacted]
Contact Fax: [Redacted]

Payment Number: [Redacted] | Payment Date: 01-May-2024
Deposit Date: [Redacted] | Maturity Date: 01-May-2024
Customer Bank: [Redacted] | Status: Confirmed

Date	Activity Type	Activity Status	Amount (GBP)	Policy Number	Broker Reference	Policyholder	Original Transaction Amount	Transaction Balance
01-May-2024	Credit Memo	Applied	23.70	[Redacted]		[Redacted]	23.70	0.00
01-May-2024	Credit Memo	Applied	24.22	[Redacted]		[Redacted]	24.22	0.00
01-May-2024	Credit Memo	Applied	121.28	[Redacted]		[Redacted]	121.28	0.00
01-May-2024	Invoice	Applied	23.70	[Redacted]		[Redacted]	23.70	0.00
01-May-2024	Invoice	Applied	104.44	[Redacted]		[Redacted]	104.44	0.00
01-May-2024	Invoice	Applied	137.19	[Redacted]		[Redacted]	137.19	0.00
01-May-2024	Invoice	Applied	159.81	[Redacted]		[Redacted]	159.81	0.00
01-May-2024	Invoice	Applied	352.11	[Redacted]		[Redacted]	352.11	0.00
01-May-2024	Invoice	Applied	407.07	[Redacted]		[Redacted]	407.07	0.00
01-May-2024	Invoice	Applied	822.07	[Redacted]		[Redacted]	822.07	0.00
01-May-2024	Invoice	Applied	568.09	[Redacted]		[Redacted]	568.09	0.00
01-May-2024	Invoice	Applied	811.42	[Redacted]		[Redacted]	811.42	0.00
01-May-2024	Invoice	Applied	995.78	[Redacted]		[Redacted]	995.78	0.00
01-May-2024	Payment	Confirmed	3,032.05	[Redacted]		[Redacted]	994.78	0.00

[Printable Page](#)

Table Diagnostics

Remittance Address: [Redacted]

Please send Cheques to:
Remittance Processing
Finance Dept
Liverpool Victoria
County Gates
Bramenshall
BH1 2NF
[Return to Account Details](#)

Making a Payment - Future Dated Payment

- When selecting policies to be paid, you can either choose to display all policies on the account, or only those within a specific date range. To select the date range enter the **Due Date To** you wish to view.

The screenshot shows the Allianz Online Account Management interface. In the search filters, the 'Due Date To' field is set to '(16-Apr-2024)'. Below the filters, a table displays transaction details:

Policy Number	Broker Reference	Policyholder	Transaction Type	Transaction Date	Policy Type	Gross	IPT	Commission	Comm %	Original Amount	Balance Outstanding	Due Date	Type	Status	Dispute Status
			Cancellations	07-Sep-2023	Motor						-490.30	30-Oct-2023	Highway Auto Credit	Overdue	
			New Business	02-Sep-2023	Home						160.58	30-Oct-2023	Highway Auto Inv	Overdue	
			New Business	01-Sep-2023	Motor						523.15	30-Oct-2023	Highway Auto Inv	Overdue	

- To select the policies to be paid, you have several options; you can choose to tick the individual **Select boxes**, **Select All Transactions** on the account, or **Select** the transactions from the page displayed.

The screenshot shows the same Allianz Online Account Management interface. In the 'Select Transactions' dropdown menu, the 'Pay' option is selected. A dashed arrow points from the 'Select' button in the table to the 'Pay' option in the dropdown.

- When all selections have been made, click **Pay**. If you would like to pay multiple policies, select **Add to Transaction List**.

- If Items have been added to the Transaction List, they will remain ticked on the account screen. Click the link in the top right corner to view the **Transaction List**. On this screen you can choose to **Save Transaction List** and come back to it at a later date. When a Transaction List has been saved, the policies listed will stay in the list until paid or cleared. The **running total** of all policies in the Transaction List is shown in the bottom left hand corner. Review the policies to be paid, and click **Pay**.

Transactions

Policy Number	Transaction No	Broker Reference	Policyholder	Transaction Type	Transaction Date	Policy Type	Gross	IPT	Commission	Comm %	Original Amount	Balance Outstanding	Due Date	Type	Status	Dispute Status	Remove		
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	New Business	02-Sep-2023	Home	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	160.58	30-Oct-2023	Invoice	Overdue	Disputed	[REDACTED]		
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	New Business	01-Sep-2023	Motor	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	523.15	30-Oct-2023	Invoice	Overdue	Disputed	[REDACTED]		
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Cancellations	07-Sep-2023	Motor	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	-490.30	30-Oct-2023	Credit Memo	Overdue		[REDACTED]		
Total												[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	193.43			

Table Diagnostics
Total Outstanding Balance 193.43

Return to Account Details

- Select a **Payment Method** from the drop down list and click **Future Dated Payment**

Payment Information

Account Holder: [REDACTED]
Sort Code: [REDACTED]
Account Number: [REDACTED]
Payment Method: BACS

Remaining Balance: 160.58 GBP
Total Payment Amount: 160.58 GBP
Balance Due: 0.00 GBP
Dispute Amount: 0.00 GBP

Payment Summary

Transaction Number	Policy Number	Broker Reference	Policyholder	Transaction Type	Transaction Date	Due Date	Payment Terms	Amount Due Remaining	Dispute Amount	Currency Code
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Invoice	02-Sep-2023	30-Oct-2023	Mth End+30	160.58	0.00	GBP

Table Diagnostics

Please note: If you have not signed up for Direct Debit collection, then select your payment method of either **BACS** or **Cheque**. If paying by **cheque**, you are required to complete the **Cheque reference** field with your **Cheque number**.

Advanced Payment

Select Payment Method

Bank Account: Previously Saved Bank Account

Previously Saved Bank Account

Transaction Number	Policy Number	Broker Reference	Policyholder	Transaction Type	Transaction Date	Due Date	Payment Terms	Amount Due Remaining	Payment Amount	Dispute Amount Currency Code
		100		Invoice	11-Dec-2023	30-Oct-2023	Min 60m+30	1,041.95	1,041.95	0.00 GBP
								Total	1,041.95	

Table Diagnostics

Remaining Balance	1,041.95 GBP
Total Payment Amount	1,041.95 GBP
Balance Due	0.00 GBP
Dispute Amount	0.00 GBP

- Amend the **Payment date** and **Payment amount** where applicable. Once changes have been made, select **Total** to recalculate the balance, then **Submit Payment**.
- Please follow the steps listed for the relevant payment type and click the **View Payment** button.

Confirmation

We have received payment 322269 and applied it against the policies you selected.

BACS Payment Customers: Please click on the View Payment button and print the remittance and store for your records.

CHEQUE Payment Customers: Please click on the View Payment button and print the remittance. This printout should be attached with your returned cheque.

DIRECT DEBIT Customers: The payment notification is provided when you click the View Payment button. This is for information purposes only and shows the amount due which will be collected from your bank account by Direct Debit. The payment notification screen provides you with the notice of the date and amount of collection and serves as 3 days notice prior to the collection of the Direct Debit which you have authorised.

PLEASE NOTE: If funds are not received within 3 working days of your payment date, the receipt will be reversed and the policies will re-appear on your account.

Return to Account Details

- Please click on the **Printable Page** button. This will print a remittance advice that you will need to attach to your **Cheque** when sending payment.

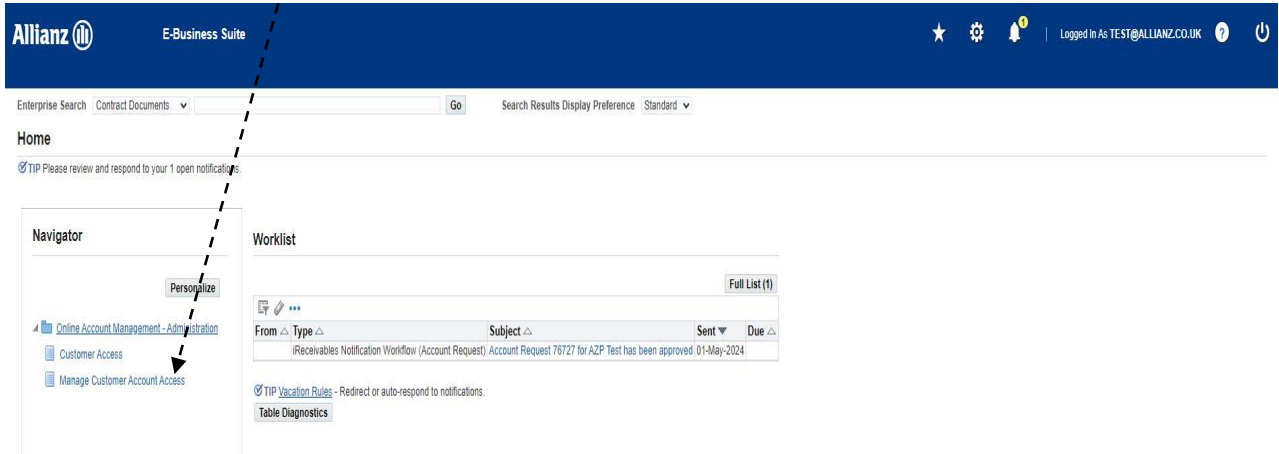
The screenshot shows the Allianz Online Account Management interface. At the top, there is a navigation bar with the Allianz logo and the text 'Welcome to Online Account Management'. Below this, the page title is 'Online Account Management - Customer Payment'. The page is divided into several sections:

- Customer Address:** A section with redacted information.
- Contact Information:** Fields for Contact Name, Contact Phone, and Contact Fax, all redacted.
- Payment Summary:** A table with columns for Payment Number, Payment Date, Current Date, Maturity Date, Customer Bank, and Status. The status is 'Confirmed'.
- Table of Transactions:** A table with columns: Date, Activity Type, Activity Status, Amount (GBP), Policy Number, Broker Reference, Policyholder, Original Transaction Amount, and Transaction Balance. The table contains 14 rows of data, with the final row showing a total payment of 904.75.
- Table Diagnostics:** A section with a 'Printable Page' button and a 'Remittance Address' section.

Date	Activity Type	Activity Status	Amount (GBP)	Policy Number	Broker Reference	Policyholder	Original Transaction Amount	Transaction Balance
01-May-2024	Credit Memo	Applied	-21.00				-21.00	0.00
01-May-2024	Credit Memo	Applied	-24.22				-24.22	0.00
01-May-2024	Credit Memo	Applied	-121.28				-121.28	0.00
01-May-2024	Invoice	Applied	23.75				23.75	0.00
01-May-2024	Invoice	Applied	104.44				104.44	0.00
01-May-2024	Invoice	Applied	137.18				137.18	0.00
01-May-2024	Invoice	Applied	154.91				154.91	0.00
01-May-2024	Invoice	Applied	352.11				352.11	0.00
01-May-2024	Invoice	Applied	407.07				407.07	0.00
01-May-2024	Invoice	Applied	826.07				826.07	0.00
01-May-2024	Invoice	Applied	266.08				266.08	0.00
01-May-2024	Invoice	Applied	811.42				811.42	0.00
01-May-2024	Invoice	Applied	904.75				904.75	0.00
01-May-2024	Payment	Confirmed	904.75					0.00


Adding Additional Accounts

- Select **Manage Customer Account Access**.



The screenshot shows the Allianz E-Business Suite interface. The top navigation bar includes the Allianz logo, 'E-Business Suite', and user information. The main content area features a 'Home' section with a notification, a 'Navigator' sidebar, and a 'Worklist' table. The 'Navigator' sidebar contains a tree view with 'Online Account Management - Administration' expanded, showing 'Customer Access' and 'Manage Customer Account Access'. A dashed arrow points from 'Manage Customer Account Access' to the 'Request Additional Customer Access' button in the second screenshot.

- Select the **Request Additional Customer Access** button.



The screenshot shows the 'Manage Customer Account Access' page. The top navigation bar includes the Allianz logo, 'Welcome to Online Account Management', and user information. The main content area features a search bar, a 'Customer Name' input field, and a table with columns for 'Organization', 'Customer Name', 'Customer Number', and 'Address'. A dashed arrow points from the 'Request Additional Customer Access' button to the table.

Organization	Customer Name	Customer Number	Address
<input type="checkbox"/> LVIC	AZP Test	9999	69 Park Lane, Croydon, CR9 1BG, United Kingdom

- Enter the **Agency number** that you want to have access to online.

***Please note:** This agency number can be for either LVIC or Highway.

- Enter the **Unique ID** provided by **AZP**. Please note that if you have three unsuccessful attempts your account will be temporarily locked for 24 hours.

***Please note:** This Unique ID would have been provided either in the initial email when requesting set up on Online Account Management or in the email when you requested additional access.

- Click on the **Select** button, then click **Next**.

Select Organization	Customer Name	Customer Number	Address
Highway	AZP Test	899999999	89 Park Lane, Croydon, CR9 1BG, United Kingdom

- Review the **Terms and Conditions** and tick the **box** once complete, then click **Submit**.

Welcome to Online Account Management

Logged In As TEST@ALLIANZ.CO.UK

Select Organization | Validate Customer Access | Select Location | Verify Access | Review Access Request

Access Request: Review Access Request

Cancel | Back | Step 5 of 5 | Submit

Please review both your registration information and our Terms and Conditions. Check the box to indicate that you have read and agreed with the terms and conditions prior to submitting your request.

Email Address: Test@Allianz.co.uk
Prefix
First Name: AZP
Middle Name
Last Name: Test
Suffix
Phone Number

Customer Details

Account Number: E99999999
Name: AZP Test
Location: 65 Park Lane, Croydon, CR9 1BG, United Kingdom

Terms and Agreement

Review Terms and Conditions
 I have read and agree with the Terms and Conditions.

- You will now have access to the additional agency when logging in.

Welcome to Online Account Management

Contact Us | Logged In As TEST@ALLIANZ.CO.UK

Confirmation

Your registration request was submitted successfully.

Manage Customer Account Access

Search

Customer Name: % Go

Request Additional Customer Access | ***

Organization	Customer Name	Customer Number	Address
No search conducted.			

Table Diagnostics

TIP You have access to the customer locations listed above

Viewing Disputed Policies

- On the **Home** page click on the symbol next to **Dispute Status**. This displays all outstanding disputed items.

The screenshot shows the Allianz Online Account Management dashboard. The 'Dispute Status' link in the 'Statement Download' section is highlighted with a dashed arrow pointing to it from the text above. The dashboard includes sections for Account Summary, Statement Download, Dispute Status, and Related Information.

Credit Request	Last Updated	Status	Request Amount (GBP)	Related Transaction	Requester	Reason	Customer Number
1303474	01-May-2024	Pending Approval	-523.15			Dispute - IR - Cancelled	

Downloading a Statement

- On the **Home** page click on the symbol next to **Statement Download**. Select the statement **Format** you require and click **Download**

The screenshot shows the Allianz Online Account Management dashboard. The 'Statement Download' link in the 'Statement Download' section is highlighted with a dashed arrow pointing to it from the text above. The dashboard includes sections for Account Summary, Statement Download, Dispute Status, and Related Information.

Viewing Payments

- On the **Account** page select **Paid** from the Status drop down list and **Payments** from the Transaction Type drop down list. Once selected, click **Go**.

The screenshot shows the 'Account Details' section with search filters. The 'Status' dropdown is set to 'Paid' and the 'Transaction Type' dropdown is set to 'Payments'. A dashed arrow points from the instruction to the 'Paid' status dropdown menu.

Payment ID	Status	Transaction Date	Apply Date	Applied to Transaction	Original Amount	Remaining Amount
284110	Closed	03-May-2022	03-May-2022	Multiple	-8,505.92	0.00
287184	Closed	01-Jun-2022	01-Jun-2022	Multiple	-3,122.40	0.00
288689	Closed	01-Jul-2022	01-Jul-2022	Multiple	-8,248.38	0.00
291956	Closed	02-Aug-2022	02-Aug-2022	Multiple	-6,016.12	0.00
294378	Closed	05-Sep-2022	05-Sep-2022	Multiple	-4,194.29	0.00
296900	Closed	04-Oct-2022	04-Oct-2022	Multiple	-7,999.86	0.00
298008	Closed	01-Nov-2022	01-Nov-2022	Multiple	-8,881.17	0.00
301471	Closed	02-Dec-2022	02-Dec-2022	Multiple	-13,817.19	0.00
302800	Closed	29-Jan-2023	29-Jan-2023	Multiple	-8,207.16	0.00
305802	Closed	02-Feb-2023	02-Feb-2023	Multiple	-4,777.00	0.00
308412	Closed	07-Mar-2023	07-Mar-2023	Multiple	-8,440.39	0.00
310802	Closed	03-Apr-2023	03-Apr-2023	Multiple	-6,200.88	0.00
312629	Closed	05-May-2023	05-May-2023	Multiple	-7,432.44	0.00
314119	Closed	06-Jun-2023	06-Jun-2023	Multiple	-10,791.35	0.00
317380	Closed	04-Jul-2023	04-Jul-2023	Multiple	-15,137.02	0.00
318939	Closed	03-Aug-2023	03-Aug-2023	Multiple	-8,219.24	0.00
321981	Closed	05-Sep-2023	05-Sep-2023	Multiple	-8,028.26	0.00

- Select the payment you would like to see details for by clicking on the relevant payment number

The screenshot shows the search results table. A dashed arrow points from the instruction to the first row of the table, which contains payment ID 284110.

Payment ID	Status	Transaction Date	Apply Date	Applied to Transaction	Original Amount	Remaining Amount
284110	Closed	03-May-2022	03-May-2022	Multiple	-8,505.92	0.00
287184	Closed	01-Jun-2022	01-Jun-2022	Multiple	-3,122.40	0.00
288689	Closed	01-Jul-2022	01-Jul-2022	Multiple	-8,248.38	0.00
291956	Closed	02-Aug-2022	02-Aug-2022	Multiple	-6,016.12	0.00
294378	Closed	05-Sep-2022	05-Sep-2022	Multiple	-4,194.29	0.00
296900	Closed	04-Oct-2022	04-Oct-2022	Multiple	-7,999.86	0.00
298008	Closed	01-Nov-2022	01-Nov-2022	Multiple	-8,881.17	0.00
301471	Closed	02-Dec-2022	02-Dec-2022	Multiple	-13,817.19	0.00
302800	Closed	29-Jan-2023	29-Jan-2023	Multiple	-8,207.16	0.00
305802	Closed	02-Feb-2023	02-Feb-2023	Multiple	-4,777.00	0.00
308412	Closed	07-Mar-2023	07-Mar-2023	Multiple	-8,440.39	0.00
310802	Closed	03-Apr-2023	03-Apr-2023	Multiple	-6,200.88	0.00
312629	Closed	05-May-2023	05-May-2023	Multiple	-7,432.44	0.00
314119	Closed	06-Jun-2023	06-Jun-2023	Multiple	-10,791.35	0.00
317380	Closed	04-Jul-2023	04-Jul-2023	Multiple	-15,137.02	0.00
318939	Closed	03-Aug-2023	03-Aug-2023	Multiple	-8,219.24	0.00
321981	Closed	05-Sep-2023	05-Sep-2023	Multiple	-8,028.26	0.00

- You will then be shown the details of the payment.

The screenshot displays the Allianz Online Account Management interface. At the top, there is a navigation bar with the Allianz logo and the text "Welcome to Online Account Management". Below this, the page title is "Online Account Management - Customer Payment".

On the right side, there is a "Printable Page" button and a summary table:

Payment Number	Payment Date	
[Redacted]	01-May-2024	
Debit Date	Maturity Date	
01-May-2024	01-May-2024	
Customer Name	Status	
[Redacted]	Confirmed	
Customer Bank Name	Customer Number	Customer Location
[Redacted]	[Redacted]	[Redacted]

Below the summary, there is a table of transactions:

Date	Activity Type	Activity Status	Amount (GBP)	Policy Number	Broker Reference	Policyholder	Original Transaction Amount	Transaction Balance
01-May-2024	Credit Memo	Applied	23.38	[Redacted]		[Redacted]	23.38	0.00
01-May-2024	Credit Memo	Applied	-24.22	[Redacted]		[Redacted]	-24.22	0.00
01-May-2024	Credit Memo	Applied	-121.28	[Redacted]		[Redacted]	-121.28	0.00
01-May-2024	Invoice	Applied	23.73	[Redacted]		[Redacted]	23.73	0.00
01-May-2024	Invoice	Applied	104.44	[Redacted]		[Redacted]	104.44	0.00
01-May-2024	Invoice	Applied	121.18	[Redacted]		[Redacted]	121.18	0.00
01-May-2024	Invoice	Applied	104.91	[Redacted]		[Redacted]	104.91	0.00
01-May-2024	Invoice	Applied	302.11	[Redacted]		[Redacted]	302.11	0.00
01-May-2024	Invoice	Applied	407.07	[Redacted]		[Redacted]	407.07	0.00
01-May-2024	Invoice	Applied	828.07	[Redacted]		[Redacted]	828.07	0.00
01-May-2024	Invoice	Applied	808.09	[Redacted]		[Redacted]	808.09	0.00
01-May-2024	Invoice	Applied	811.42	[Redacted]		[Redacted]	811.42	0.00
01-May-2024	Invoice	Applied	904.78	[Redacted]		[Redacted]	904.78	0.00
01-May-2024	Payment	Confirmed	2,832.05	[Redacted]		[Redacted]		0.00

Below the table, there is a "Table Diagnostics" section and a "Residence Address" section with the following details:

Please send Cheque to:
Residence Processing
Finance Dept
Liverpool Victoria
County Gates
Bournemouth
BH11 2NF
Return to Account Details



Contact us

Personalbrokeraccounts@allianz.co.uk