

From: JAMES DOBBIN <jimmydobbs@hotmail.com>
Sent: Sunday, 17 March 2024 2:17 PM
To: michael@roninmedia.com.au
Subject: Fwd: Subject: Formal Complaint Regarding Unresolved Home Repairs and Claims Process

The letter to Brendan Dunne

Regards Jim

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From: JAMES DOBBIN <jimmydobbs@hotmail.com>
Sent: Sunday, February 18, 2024 9:27:43 pm
To: brendan.dunne@allianz.com.au <brendan.dunne@allianz.com.au>
Cc: idrcommittee@allianz-assistance.com.au <idrcommittee@allianz-assistance.com.au>
Subject: Subject: Formal Complaint Regarding Unresolved Home Repairs and Claims Process

Dear Allianz,

This email is in regards to the appalling four-year journey of the following claim numbers:

- 6/210287371 M48
- 6/210261821 M48

I hope this message finds you well. I am writing to express my ongoing dissatisfaction and concern regarding the handling of repairs to my property, as well as the claims process conducted by your company.

Despite acknowledging substandard repairs carried out by Allianz, it has been four years since my property was initially damaged, and the necessary repairs have not been completed to an acceptable standard. This prolonged delay reflects poorly on Allianz and its repair services, adversely affecting both your reputation and my property's condition.

Furthermore, I wish to address the inadequate response to my complaints regarding the claims process, particularly the conduct of Claims Manager Takudzwa Makusha. Despite raising concerns about Mr. Makusha's handling of my claims, I am disheartened to learn that he is also overseeing the investigation into my complaints. This situation raises significant ethical and procedural concerns, as it compromises the impartiality and fairness of the investigation process.

Moreover, I am perplexed by the contradictory actions taken regarding the consolidation of my claims. Despite previous assertions by Allianz that my claims were separate and could not be joined, Mr. Makusha has now combined them, leading to further confusion and dissatisfaction with the handling of my case. This inconsistency in approach, coupled with Mr. Makusha's apparent disregard for professional standards and industry practices, has only exacerbated my frustration with the claims process.

In light of these issues, I am deeply disappointed by the lack of escalation to a higher authority within your organization. It is evident that Mr. Makusha's capabilities are insufficient to address the complexities of my case, and his persistent disregard for established protocols and independent assessments is concerning. This situation highlights a systemic issue within Allianz's claims management process, as evidenced by the correspondence included in this communication.

As of February 8th, 2024, I have resubmitted my concerns to the Australian Financial Complaints Authority (AFCA), seeking a resolution to these ongoing issues. I urge Allianz to address these matters promptly and transparently to avoid further escalation.

I appreciate your attention to this matter and look forward to your prompt response.

Sincerely,

James Dobbin
16 Aaran Close, Endeavour Hills VIC 3802
Melbourne, Australia.

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