

Postopek reševanja škodnih zahtevkov

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Zavarovanec prijavi škodni dogodek pri Klicnem centru AWP, preko elektronske pošte ali v prodajalni.

Po prejemu klica, v AWP Klicnem centru odprejo Nov zahtevek v WEB aplikaciji in hkrati v ABS sistemu.

AWP se odloči o naslednjih korakih:

- Obvestiti najbližji servis.

Servisni partner bo stopil v stik s stranko neposredno v okviru dveh dni in se dogovoril za način in datum popravila.

- Obvestiti najbližji servis o prevzemu naprave.

Servis bo stopil v stik s stranko v okviru dveh delovnih dni in se dogovoril o dnevi prevzema naprave.

- Servis prevzame napravo, preuči škodo in obvesti AWP preko WEB portala o stanju v katerem je naprava.

- AWP sprejme oziroma zavrne škodo.

AWP je dolžan odločiti o prevzemu oziroma zavrnitvi škode in to zabeležiti v WEB portalu v 7 dnevih po prejemu poročila o škodi s strani servisnega partnerja.

Možne različice odločitve:

- Škoda ni krita;

- Škoda je krita:

- a) Popolna škoda - nova naprava / vavčer / nadomestna naprava.
- b) Delna škoda - možno popravilo ali nadomestna naprava.

Claims handling procedure

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The Insured person shall report the damage to AWP's call centre or to AWP via e-mail or at Partner's shop.

After receiving Clients call, AWP Call Center opens a New Claim via WEB application, and also in ABS system.

AWP decides on any further proceedings:

- informing the nearest service partner

The service partner will contact directly the client within 2 working days, and agree with him on the method and date of repair.

- informing the nearest service partner for pick-up of the good

The service partner will contact directly the client within 2 working days, and agree with him on date for pick-up of the good.

- The service partner takes over the appliance, assesses the loss and informs AWP via Web portal about the state of the appliance.

- AWP accepts or declines the loss.

AWP is obliged to define the method of settlement of the loss through the Web Portal within 7 working days from the day of receipt of the provider's diagnosis.

The possible scenarios are as follows:

- The damage is not covered;

- The damage is covered:

- a) total loss - new device/ voucher/ refurbished device
- b) partial loss - possible repair or refurbished device

Loss settlement

V okviru 7-ih delovnih dni od dneva preučitve škode je AWP dolžan razsoditi o kritju škode:

- V kolikor škoda ni krita, se obvesti stranko.

- V kolikor škoda je krita:
 - a) V primeru popolne škode stranka prejme novo napravo ali vavčer ali nadomestno napravo.
 - b) V primeru delne škode, AWP odredi popravilo ali zamenjavo (Swap) naprave pri pooblaščenemu servisnemu partnerju.

Serviser obvesti stranko o popravilu naprave ali o prejemu nove naprave. AWP obvesti stranko, da ji pripada vavčer.

Loss settlement

Within 7 working days from the day of loss assessment, AWP is obliged to settle the loss:

- If the damage is not covered - the Client is to be notified

- If the loss is covered:
 - a) In case of total loss, client receives new device or voucher or exchange device
 - b) In the case of partial loss, AWP organises the repair or Swap (refurbished) of the appliance at the authorised service partner.

The service notifies the Client that the appliance has been repaired or about getting new device and AWP informs the Client that he is entitled to the voucher.