

FAQ

Allianz Suisse took over iptiQ's Swiss portfolio in November 2025. The IKEA household contents insurance scheme was set up with its insurance partner iptiQ. With this takeover, Allianz Suisse is now IKEA's insurance partner with its ELVIA brand. This means that IKEA household contents insurance will now be offered by ELVIA and existing contracts will be taken over by ELVIA without any changes.

Why ELVIA? I took out my policy with iptiQ/IKEA.

ELVIA is a trademark of the Allianz Insurance Company, which has taken over iptiQ.

Which insurance partner is relevant to me – iptiQ or ELVIA?

If you took out household contents insurance with IKEA before 1 April 2026, then the iptiQ documents apply to you. If you take out a new insurance policy, ELVIA will be your insurance partner.

Do I have to do anything as an iptiQ customer?

No, your existing contract remains valid without any changes. At the end of June 2026, you will receive your access to the Allianz customer portal. Your contract will be transferred to the Allianz system and the iptiQ customer portal will be shut down. You will receive more information about this in due course.

Where can I find the product documentation and the GTCs for my iptiQ household contents insurance?

You can still find these in the iptiQ customer portal.

What is the IKEA Family bonus and what will happen to it?

IKEA Family members with household contents insurance are entitled to a bonus: after a full insurance year without any claims, you will receive a CHF 20 IKEA voucher. This bonus will continue to apply.



What will happen to my claims? How can I report a claim?

Pending claims and payments will be processed in the normal way. If you have an iptiQ policy and need to report a new claim, you can do so as usual by sending an e-mail to home@allianzdirect.com or by calling +41 43 505 12 08. If you already have an ELVIA policy, you can report a claim online [here](#).

What happens if I want to cancel my iptiQ policy?

You can still write to the accustomed e-mail address home@iptiq.com. You can cancel your insurance at any time under "Policies" in the iptiQ customer portal. The insurance cover ends at the end of the date you have chosen. The balance of the insurance premium due to you will be refunded.

Who do I contact with general questions?

If you have an iptiQ policy, you can do so as usual by sending an e-mail to home@allianzdirect.com or by calling +41 43 505 12 08. Otherwise, please get in touch with us via contact@elvia.ch or 0800 055 088.