

PRESS RELEASE



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Allianz Assistance B2C Gateway launches with A-Z care and protection

The COVID-19 pandemic has dramatically changed our daily lives. There is an increasing demand for health and medical related protection and care. To ensure we support the consumer needs, Allianz Assistance B2C Gateway is officially launched on November 16 to offer A-Z services and protection in mobility, travel, home and healthcare around people's lives.

Allianz Assistance's B2C Gateway, as Allianz Partners China's first comprehensive B2C gateway, covers insurance and assistance products in various life scenarios, including travel insurance, roadside assistance, home assistance, and healthcare services. We aim to bring our best products to consumers and allow them to get protection with one click through WeChat.

1. We are protecting you with insurance and services in different scenarios around your daily lives

The B2C Gateway offers products tailored to consumer needs. For example, the "Islands Tour" insurance is specially designed for domestic island trips to cover adventurous sports and activities, such as diving, surfing, sailing, hot air ballooning, canoeing, etc. To ease the pain points of business travelers with high travel frequency, an annual domestic protection is available to cover baggage delay, third-party liability, compensation for travel medical expenses, and emergency medical repatriation protection. In addition to travel insurance, we also offer roadside assistance and soon also home assistance to help consumers from unexpected situations such as breakdown, accidents, or home emergencies.

2. We've got your back with our own assistance network to help you get the right care fast

All products sold on the Allianz Assistance B2C Gateway are supported by our years of experience and expertise in insurance and services. As the assistance, insurance and services specialist within Allianz Group (A Fortune 500 company and the No 1 Insurance brand*) – we have over 17,000 roadside assistance providers in China, more than 900,000 global medical partners to ensure state-of-the-art quality care.

3. We've designed products with competitive prices to meet your specific needs

All products on the Gateway are designed to meet various customer needs with affordable costs. For instance, you may get annual domestic travel plan with 191 RMB a year, which is less than 0.6 RMB per day. The price of roadside assistance annual plan is as low as 249 RMB with three services a year, an average of less than 90 RMB each time.

4. We built our innovative digital solutions for you

Our advantage and uniqueness lies in our ability to provide flexible and innovative solutions beyond traditional insurance and services. Allianz Assistance integrates assistance services into a fully digital ecosystem in an agile way, such as big data to accurately predict and allocate resources, and real-time voice recognition through artificial intelligence.

Philip Rong, CEO of Allianz Partners Greater China, said: "‘Service + Insurance + Technology’ is the core of our strategy. The successful roll-out of Allianz Assistance B2C Gateway offers Chinese users the right cover and care with a few touchscreen taps away, allowing us to bring insurance and service customer experience to the next level."

*Allianz Group is ranked No 46 in the 2020 Fortune 500 List, and is named the world’s No 1 insurance brand in Interbrand’s Best Global Brands Ranking in 2020

About Allianz Partners

An Allianz Group entity, Allianz Partners is a world leader in B2B2C insurance and services solution and assistance, offering global solutions that span international health and life, travel insurance, automotive insurance and assistance. Customer driven, our innovative experts are redefining insurance services by delivering future-ready, high-tech, high-touch products and solutions that go beyond traditional insurance. Our products are embedded seamlessly into partner businesses or sold directly to customers, and are available through four commercial brands: Allianz Assistance, Allianz Automotive, Allianz Travel and Allianz Care. Present in 75 countries, our 21,000 employees speak 70 languages, handle more than 71 million cases each year, and are motivated to go the extra mile to help and protect our customers around the world. We opened our China business unit in 2003 as a wholly foreign owned company in Beijing. As the first assistance company in China certified with ISO9001:2008 and upgraded to ISO9001:2015 in 2017, Allianz Partners is today the leading provider of outsourced roadside services in Chinese mainland. With our national provider network and advanced technologies, we’ve been consistently working on providing more excellent, efficient and secured solutions, creating more value for your clients and customers.

For more information, please visit: <http://www.allianz-partners.cn>

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