

# Media release

## Allianz Partners launches allyz Home, a pioneering platform that provides on-demand home services

*- allyz Home is now available in France and Germany, aiming to deliver peace of mind for customers through the delivery of convenient, reliable, high-quality services, at the click of a button -*

**17<sup>th</sup> September 2024:** [Allianz Partners](#) today announced the launch of [allyz Home](#), an innovative and comprehensive digital platform designed to provide home repair and daily life support services. Initially available in Germany and France, the new platform highlights a commitment by Allianz Partners, a world leader in insurance and assistance services, to offer on-demand access to a wide array of home services. The launch is part of Allianz Partners' vision to combine insurances with services through the allyz platform, which marks a paradigm change on customer centricity.

With 72 % of global consumers<sup>1</sup> regularly maintaining their homes through repairs, modifications, and improvements, the demand for trustworthy, easy-to-access services has never been higher. Built to address these needs, allyz Home combines the ease of a fully digital experience with the assurance of human support. Whether it is an urgent repair, installation of a lamp or the assembling of a piece of furniture, people can book services tailored to their specific needs.

Services offered on the platform include:

- **Cleaning Services:** From one-time deep cleans to regular basic cleaning, allyz Home allows users to choose from a network of cleaning professionals available in their region through its partner Helping, with service confirmed within 24 hours.
- **Handymen Services:** Whether assembling new furniture, mounting a TV, or handling multiple tasks after a move, allyz Home connects users with experts who can tackle a variety of different jobs.
- **Plumbing Services:** allyz Home will enable users to get any water leakage related problem fixed at speed in order to avoid further damage.
- **Electrical Services:** From fixing a faulty device to dealing with a power outage, allyz Home ensures users have instant access to skilled electricians.
- **Locksmith Services:** allyz Home connects users with a wide locksmith network to replace faulty locks to provide security in houses and appartements.

Home repair services, provided by Allianz Partners' repair network, provide up to 12-months guarantee. Cleaning services are provided by Helping, Europe's largest online platform for cleaning services, which gives allyz Home users access to a geographically widespread network of cleaners. Transparent pricing and a commitment to quality are at the heart of allyz Home, ensuring a worry-free experience for customers.

allyz Home is available to end-customers through Allianz Partners' business partners, complementing their offerings with a ready-to-use digital platform that brings added peace of mind and value.

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<sup>1</sup> Sources: Customer Lab Data, an Allianz Partners proprietary quantitative database of consumer insights.

**Speaking about the launch, Alexis Obligi, Global Head of Home at Allianz Partners, said:** *“Finding convenient, reliable services for home improvements is a daunting task in today's fast-paced world. According to Allianz Partner's Customer Lab data, approximately 39 % of respondents have urgent problems at home requiring rapid intervention. At Allianz Partners, we are committed to simplifying the lives of our customers, by providing integrated, innovative solutions that address these challenges, just one click away.*

*“That's exactly what allyz Home platform does – it empowers people to take control of their home improvements and repairs by delivering a seamless, one-stop-shop for a variety of on-demand services without any upfront commitments. By ensuring ease of access, allyz Home meets the rising demand for home improvement and enhanced living conditions.”*

For more information, please visit: [home.allyz.com](http://home.allyz.com)

**ENDS**

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**About Allianz Partners**

Allianz Partners is a world leader in B2B2C insurance and assistance, offering global solutions that span international health and employee benefits, travel insurance, mobility 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 our partners' businesses, sold through intermediary channels or directly to customers through the Allianz brand. Present in over 75 countries, our 21,900 employees speak 70 languages, handle over 72.5 million cases each year, and are motivated to go the extra mile to offer peace of mind to our customers around the world.

For more information, please visit: [www.allianz-partners.com](http://www.allianz-partners.com)