

Press Release

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Allianz Took First Place among the Top 10 Roadside Assistance Service Providers and Won the Most Influential Brand Award

The 2017 Annual Meeting of the China Automobile Club and the Second Meeting of the China Roadside Assistance Service Industry (the "Meeting") were held in Kunming, Yunnan, last month. Allianz Worldwide Partners ("Allianz") took first place among the Top 10 Roadside Assistance Service Providers in China in 2016 and won the Most Influential Brand in China's Automobile Club Industry in 2016.

The Meeting was hosted by the China Automobile Dealers Association and had the theme: "Honoring the Five-Year Anniversary and Clubs Driving the Future". The participants included various professional automobile clubs, roadside assistance platforms, roadside assistance service providers, automobile dealers groups, driving and designated driver platforms, investment entities in the automobile industry and insurance companies, etc. With many fields covered and the event's unprecedented scale, it had drawn wide attention from all sectors of society. During the Meeting, awarding ceremonies were held for Allianz and the other 9 of the 2016 Top 10 Automobile Clubs and Roadside Assistance Service Providers. A commendation was given to the most influential brand, people of the year and excellent members in China's automobile club industry in 2016. Thus, it has recognized the exemplary role of outstanding companies and individuals in the industry.

A wide range of topics were discussed at the Meeting, such as the multiple business models in the automotive aftermarket. The participants also held in-depth discussion about the standardization of the roadside assistance service industry and agreed to make even greater effort to further improve the quality of roadside assistance service. In addition, they conducted an analysis of the intelligent automobile and intelligent roadside assistance in the Internet era and envisioned the future.

Under the context of the new Digital and Internet Era, Allianz has been committed to providing customers with more convenient digital experience. By connecting the assistance interface it has developed Hexalite for end-users. It has enabled end-users to access the interface through their mobile phones to submit assistance requests and to monitor the progress and comment on the quality of the service. Thus, the whole process of the assistance service is visualized. With a single click, end-users can access the user interface to request roadside assistance, monitor the location of rescue vehicles in real time and achieve direct visual tracking of the process and quality of assistance service. This has significantly simplified the process, and at the same time has ensured the accuracy of information and has improved customer experience. Customers can also comment on the service and put forward complaints and suggestions after they receive roadside assistance.

Allianz is a leader in China's roadside assistance service and the CRM service industry. Its clients include a large number of automobile manufactures and financial institutions. Allianz has been committed to the mission of helping its clients establish and grow their businesses and increase customer loyalty. For roadside assistance, maintenance service package, CRM and response to complaints, Allianz has been working out solutions towards customer retention in the automobile industry. Since 2003, when Allianz expanded its businesses into China, it has undertaken more than 10 million roadside assistance cases, 3 million of which were completed in 2016 alone. Last year, in an effort to provide better roadside assistance service in China, Allianz drew up the Roadside Assistance Standard, the first of its kind in China, in collaboration with the China Automobile Dealers Association. This year, Allianz China was awarded the CCCS certificate - the standard for the operating performance of customer contact center and an internationally recognized certificate for CRM, which proved Allianz's strengths in the process, resource, system and expertise that promise excellent, efficient service. By achieving a seamless connection between the Roadside Assistance Interface and the various APPs on the mobile phones of B-end users such as WeChat, Allianz has greatly improved the compatibility of the interface and has laid a solid foundation for its popularization and application.

"As a leader in China's roadside assistance service industry, Allianz has been upholding the service standards of unparalleled customer experience. In the digital age, roadside assistance service providers ought to keep abreast of the times and figure out more excellent, more effective and safer solutions and create greater values for our customers with a service provider network that covers the whole world and advanced information technology," said Christophe Aniel, CEO of Allianz China.

About Allianz Worldwide Partners

Dedicated to bringing worldwide protection and care, Allianz Worldwide Partners, previously as Allianz Global Assistance, is the B2B2C leader in assistance and insurance solutions in the following areas of expertise: global assistance, international health & life, global automotive and travel insurance. These solutions, which are a unique combination of insurance, service and technology, are available to business partners or via direct and digital channels under three internationally renowned brands: Allianz Global Assistance, Allianz Worldwide Care and Allianz Global Automotive. This global family of over 17,500 employees is present in 76 countries, speaks over 70 languages and handles over 44 million cases per year*, protecting customers and employees on all continents. 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; upgraded with ISO9001:2015 in 2017, today AWP is the leading provider of outsourced roadside services in mainland China. With our national provider network and advanced technologies, we've been consistently working on providing more excellent, efficient and secured solutions, creating more values for your clients and customers.

For more information, please visit www.allianz-assistance.com.cn

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*for 2016, excluding Global Automotive

Press contacts

Allianz Worldwide Partners Greater China
Christine Zhu
Email: christine.zhut@allianz-assistance.com.cn