

# Press release

February 6<sup>th</sup>, 2017



## **Allianz Worldwide Partners and John Paul enter a strategic partnership to offer an unrivalled and comprehensive range of services combining insurance, assistance and concierge services**

Allianz Worldwide Partners, worldwide B2B2C leader in assistance services and insurance products, and John Paul, worldwide B2B2C leader in concierge services, have signed a strategic partnership agreement allowing unique joint offer developments. Allianz Worldwide Partners' customers will benefit from a much wider range of concierge and loyalty services, while John Paul's customers will be offered complementary assistance and insurance services.

Both John Paul and Allianz Worldwide Partners have strong global market positions. They expect this new partnership to drive additional profitable growth. Delivering the best experience for worryless travel planning, this partnership offers to the market a unique service and will allow new business opportunities. For example, through a single point of contact, John Paul's members will access travel insurance while the concierge organizes the customer's family holidays. The first joint offer was launched in China end of 2016, in the bank industry.

Rémi Grenier, President and CEO of Allianz Worldwide Partners, hailed the new partnership as a strategic addition to their offer. "The partnership is a response to our customers' emerging appetite for concierge services, in particular due to the rapid spread of these services via digital offers. With this partnership, our customers will benefit from premium concierge services in most countries we serve" he said. "They will enjoy an enhanced and differentiated service experience. For both Allianz Worldwide Partners and John Paul, this means an even higher customer satisfaction and loyalty."

"This new partnership will allow our clients and partners to offer the best customer experience through a single point of contact able to handle any request from A to Z, by phone or via digital," said David Amsellem, CEO of John Paul. "We believe this partnership will increase spending on higher value services, and will create new offers and business models to the market."

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### **About Allianz Worldwide Partners**

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Dedicated to bringing worldwide protection and care, Allianz Worldwide Partners 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 16 000 employees is present in 75 countries, speaks 70 languages and handles 40 million cases per year\*, protecting customers and employees on all continents.

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

\*for 2015, excluding Global Automotive

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### **About John Paul**

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John Paul is the worldwide leader in concierge services, providing brands with customized premium loyalty solutions through cutting-edge digital technology.

Expert in driving long-term customer engagement, John Paul elaborates premium membership strategies and affinity programs worldwide, offering the best service experience for organizations' most valuable targets. We reinvented one of the most beautiful jobs in the world: the grand hotel Concierge, equipped with the latest tools from the digital revolution, creating the Enhanced Concierge.

With over 1,000 employees in five continents, patented technological tools, and an exclusive partner network, we offer organizations the best service experience for their most valuable targets 24/7.

John Paul is part of AccorHotels Group since November 2016.

More information on John Paul: [www.johnpaul.com](http://www.johnpaul.com)

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