

Press Release

December 8, 2017



Allianz Worldwide Partners Greater China successfully held its 9th National Service Providers Conference

On December 7, 2017, Allianz Worldwide Partners Greater China held its 9th National Service Providers Conference in Beijing, with the theme of “Dare. Care. Win-Win for the Future”.

The Conference was aimed at strengthening innovation and strategic cooperation with its providers. The attendees had in-depth talks on the digitalization of the value chain, service innovation, quality management and standardization, etc. Market trends, consumer behavior and expectations as been also extensively discussed during the Conference.

Attendees including Mr. Giancarlo Scupino, COO Allianz Worldwide Partners Greater China and Regional COO Allianz Worldwide Partners China & Japan, Mr. Bertrand Hartemann, CMO Allianz Worldwide Partners Greater China, Mr. Jin Tao, Digital Marketing Director at Deloitte China, and Mr. Zhang Shili, Secretary-General of the China Automobile Dealers Association Automobile Club Branch, shared their insights on Allianz Worldwide Partners’s strategy, operation excellence and market evolution. In addition, representatives of the national service providers were invited to share their know-how and experiences.

Since the start of its business in China 14 years ago, Allianz Worldwide Partners has been committed to the establishment and development of a service provider network that covers the entire country. Moreover, the quality of the service provided by its partners has been placed high in the agenda to ensure best-in-class services. In the past year, remarkable achievements have been made in roadside assistance operations, thanks to the close collaborations with service providers across China. During the Conference, special quality awards were presented to the best performing providers as a recognition of their contribution to service excellence.

Allianz Worldwide Partners is moving toward full digitalisation of both back-end and customer front-end solution, implementing disruptive technologies like automatic service dispatch, algorithm optimization, full online claims journey and voice recognition service activation powered by artificial intelligence.

„The service industry is being disrupted at an incredible pace in China. The market urges Allianz Worldwide Partners and our partners to adapt faster to new digital ways of delivering Roadside Assistance. Our operations are now powered by cutting edge technologies for service dispatch and tracking. Over 13,800 RSA technicians and towing drivers are connected to our digital platform sending valuable data on rescue vehicle position, service status, incidents, case completion reports and more. Full data mining and visualization tools allow us to perform proactive fleet positioning and optimization. Dispatch algorithms are being constantly enhanced with significant reduction of arrival times. This conference was of crucial importance to reassure providers that we want to grow together and leverage technology to improve service efficiency. Due to our long standing collaboration with the China RSA providers, they are confident to support our initiatives and stay with us at the top of the game.“ said Mr. Giancarlo Scupino.

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-worldwide-partners.com.cn

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*for 2016, excluding Global Automotive

Press contacts

Allianz Worldwide Partners Greater China

Christine Zhu

Email: christine.zhut@allianz.com