

Press Release

Feb 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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