

Press Release

December 21, 2017



Allianz Worldwide Partners Greater China and Lechebang jointly launched on-demand Roadside Assistance Services

This October, Allianz Worldwide Partners Greater China and Lechebang jointly launched on-demand roadside assistance services on LeCheBang platform. Lechebang users of nationwide are able to experience best-in-class on-demand RSA services incl. towing, tier replacement, jump starter provided by Allianz Worldwide Partners.

Having over 14 million users, LeCheBang (lechebang.com) is China's leading online vehicle services platform focused on providing after-sales and maintenance services via 4S shops. The company offers car owners with a mobile-first vehicle maintenance experience, competitive prices and highly-customized services in a one-stop-shop.

Allianz Worldwide Partners is constantly taking initiatives to looking at new digital technologies for better customer experience. This roadside assistance interface for end users applied in Lechebang platform is just the case. LeCheBang activated our on-demand RSA service by placing an SOS button on the home screen of their native app and H5 mobile site. Tapping the button brings up a menu for the user to select the type of RSA service they need, following which the user identifies their location, gets the price quotation, makes payment and confirms the RSA request. For towing cases, LeCheBang's app will be calculating prices based on the estimated distance between the breakdown location and the tow destination. Users will be able to make in-app payments from their Alipay or WeChat wallets.

LeCheBang's app transmits the RSA request directly to AWP China's 24-hour RSA service center, where a service agent will reach out to the users and dispatch RSA service providers. Users are able to monitor the rescue vehicle's location in real time, which achieves a direct visual tracing of the progress and quality of assistance service. Users can also evaluate and comment on the service quality once services are completed.

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

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About Lechebang

Founded in January 2015, Lechebang has a total accumulative financing of more than 500 million RMB in 2 years, making it the largest supply chain service online platform for auto suppliers in China. Lechebang provides car owners with high-quality, cost-effective, standardized 4S shop maintenance, sheet metal painting, cleaning and maintenance, as well as other related services, such as refuelling, traffic violation ticket payment, car washing, online technician advice, parking, roadside assistance. At present, Lechebang has covered over 4,000 selected 4S shops in 48 cities and helped 14 million car owners save a total of 3 billion RMB. Lechebang is committed to "being inseparable from their lives for 300 million car owners"!

For more information, please visit <http://www.lechebang.com/>

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