

Press Release

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Allianz Worldwide Partners Acquired the Patent for a new Motorcycle Support Stand to Pilot Motorcycle Assistance Business

To provide customers with more professional and more diverse roadside assistance services, Allianz Worldwide Partners (AWP), the world's leading roadside assistance service provider, has acquired the patent for a new motorcycle support stand and thus started a new chapter of motorcycle roadside assistance!

Unlike automobiles, a two-wheeled large displacement motorcycles cannot be hauled by rope when they are out of order, raising the difficulty of roadside assistance. Additionally, motorcycle riders are also perplexed by the fact that many assistance services do not include motorcycles. Therefore, AWP has paid special attention to motorcycle roadside assistance and has brought efficient solutions to roadside assistance for motorcycles by obtaining this patent.

This new motorcycle support stand is different from traditional devices in three aspects. Firstly, it can be applied to both motorcycle wheels thanks to its extended aluminium plate that can adjust to the length of the whole device and thus lock the rear wheel during the assistance operation, while traditional device only fits the front wheel due to limited length. Secondly, the front directional wheel of the traditional device has been replaced by a universal wheel for smoother turning and more flexible operation. Thirdly, the two universal wheels are equipped with brakes, which are helpful for the fixation and transportation of motorcycles after they are mounted on the stand and plate. This device can move broken-down motorcycles quickly and conveniently and facilitate motorcycle assistance.

To ensure that fast and easy assistance services are accessible to users, AWP is always fast in assistance while making motorcycle roadside assistance more professional through this patented device. It strives to provide users with the best experience by securing a 20 second response and arrival of a customer service vehicle within an hour.

As the leader in Chinese roadside assistance market, AWP has 14 years of experience in offering professional roadside assistance services in this market and perseveres in exploration and innovation. This breakthrough in motorcycle roadside assistance has on the one hand propelled AWP's launch of a diversified service strategy and on the other hand extended its high-quality assistance services.

"We have been dedicated to providing customers with reassuring and guaranteed all-round roadside services. Based on customers' ever-changing demand for services, we will continue innovating our roadside assistance and insurance solutions to provide best-in-class services." said Christophe Aniel, CEO of Allianz Worldwide Partners Greater 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

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