

# Press Release

September 02, 2018



## **Allianz Partners to further boost innovation with four Innovation Centers**

Leveraging its knowledge and expertise in assistance, automotive, health and travel protection, Allianz Partners further embraces technological disruption and redefines insurance by establishing three new innovation centers focusing on travel, health and assistance, following the success of its pioneering Automotive Innovation Center, launched in 2014.

In cross-functional teams and in close collaboration with external partners, the innovation centers conceptualize, test and implement innovative processes, products and business models by bringing in experience from digital players, start-ups and industry business partners:

- The Travel Innovation Center: working on digitizing the traveler's customer journey. As an example, the team has recently launched proactive travel insurance, automatically triggering payments to clients if their trip is delayed while they wait at the airport or station.
- The Health Innovation Center: building advanced health and life service propositions such. Growing fast thanks to the successful launch of services such as a symptom checker - a service guiding the user through an assessment to detect potential medical conditions, the team is now launching a global video consultation platform.
- The Assistance and Open Innovation Center: working on advanced solutions such as Digital Risks and Smart Home Service propositions. Moreover it gathers expertise and drives pilots in topics such as Artificial Intelligence, Chat and Voicebots and Blockchain. Recent successes include the pilot launch of the mobile payment and loyalty solution "Allianz Prime"; the first of its kind in the insurance industry.
- The Automotive Innovation Center: this center is well established and widely known for working closely with automotive manufacturers on strategic topics such as Connected Cars, E-Mobility, Autonomous Driving and Shared Mobility. Recent successes include international cooperation with leading mobility providers such as Car2Go, autonomous driving providers such as EasyMile and the launch of a usage based insurance product with car brands such as Seat and Opel.

*"In an environment where the insurance market is constantly being challenged by technological evolutions and revolutions, Allianz Partners, thanks to its unique combination of insurance, service and technology, is further strengthening its commitment and capacity to innovate"* states Dan Assouline, Chief Market & Digital Officer, Allianz Partners.

*“Clients are at the center of all innovation and transformation at Allianz Partners. We are proud of our most recent product releases and will continue to focus on this path, with an even stronger setup in 2018 and beyond”* adds Jacob Fuest, Head of Innovation, Allianz Partners.

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## **About Allianz Worldwide Partners**

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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 19,000 employees is present in 78 countries, speaks over 70 languages and handles over 54 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 <http://www.allianz-worldwide-partners.com.cn>

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