

# PRESS RELEASE



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## **Digitized Schengen Insurance Services**

### **-- Allianz Partners China and TLScontact bring easier online Schengen travel insurance experience**

As living standards improved in recent years, traveling abroad has become a trendy lifestyle for Chinese people. France, Italy, Spain, Germany and other Schengen countries are among their top destinations, whether traveling in a group or on their own. Following a European Union regulation (Decision 2004/17/CE of December 22, 2003), compulsory travel health insurance is required, valid with a minimum cover of € 30,000, to meet any expenses that may arise in connection with repatriation for medical reasons, urgent medical attention or emergency hospital treatment. Travel health insurance should fully cover the period of their stay in the entire Schengen Area.

Catering to various travelling needs in Schengen countries, Allianz Partners China and TLScontact, an operator of professional visa centers, have clinched a partnership integrating their experience and expertise to provide business and leisure travelers to Schengen countries with online purchase channels for visa applications and convenient digital services in insurance.

In travel insurance sector, Allianz Partners China offers 24-hour global emergency medical assistance as well as various travel assistance and claim services. With more than 60 years of professional experience, it helps ensure a safe journey for travelers through its extensive global network of over 800,000 suppliers and more than 70 languages available at all times.

Not only can Allianz Partners offer a diverse range of insurance solutions that meet Schengen requirements and protect travelers on their journeys, it also meets a wide range of travel needs in personal travel, business travel, visiting relatives and friends, and studying abroad with more coverage and services. For example, the products for visiting relatives and friends are designed for senior citizens aging from 71-85 with tailor-made protections. For studying abroad, the coverage extends to home guard, protection for kidnap and wrongful detention, in-patient and out-patient medical expenses including dental treatment.

Allianz Partners reshape how travelers perceive and use travel insurance by going beyond the traditional. Our products combine assistance and technology to support customers 24/7, before, during and after their trip, capable of providing services at destination, such as making contact with English speaking doctors for medical or emergency advice, multilingual medical advice and emergency language translation, as well as other concierge services... Its digital solutions cover the whole servicing process from sales and enquiries to insurance claims.

The cooperation between TLScontact and Allianz Partners facilitates the visa application process, allowing travelers to obtain travel insurance in digital platform easily and quickly. The Schengen visa travel insurance solution is the first implementation of "plug and play" digital travel insurance solution built by Allianz Partners China. Travelers can get quotations directly through the TLScontact Schengen Visa

Processing Center website (<https://corp.tlscontact.com/cn/visa-application>) or by visiting <https://www.onlinetravelinsurance.com.cn>, and pay with Alipay, WeChat, or UnionPay channels. Its customer-centric solutions also bring travelers a peace of mind in insurance claims by offering a digital self-claims portal and fast track payments via WeChat.

"Partnering with Allianz Travel not only increases customer loyalty through digital customer journey, it also improves efficiency for clients through our fully integrated offerings." said Christophe Aniel, CEO of Allianz Partners Greater China. "Allianz Partners has long-term relationships with a number of local and global travel players, and provides the best service and widest coverage to ensure a safe experience for travelers."

## About Allianz Partners

One of Allianz entities, Allianz Partners is a world leader in B2B2C insurance and assistance, specializing in the areas of international health & life, automotive, assistance and travel insurance. Operating in over 78 countries, Allianz Partners offers global solutions that are redefining help, going beyond traditional insurance to help and protect customers wherever they are and whenever they need it. Our innovative experts deliver future-ready, high-tech, high-touch products and services through four commercial brands: Allianz Assistance, Allianz Care, Allianz Automotive and Allianz Travel. Our 19,000 employees handle over 54 million cases each year, motivated to go the extra mile to help and protect customers and employees around the world. 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 Allianz Partners 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>

## About TLScontact

TLScontact is a professional company that provides customer relationship management in a face-to-face manner. As the Europe's leading outsourcing service provider for visa applications, TLScontact operates more than 150 visa application centers for Cyprus, France, Germany, the United Kingdom, Australia, Italy, Switzerland, Belgium, Hungary and Denmark, owning 140 branches in over 90 countries and receives about 7 million visa applications each year.

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