

PRESS RELEASE

18th November, Paris

Allianz  **Partners**

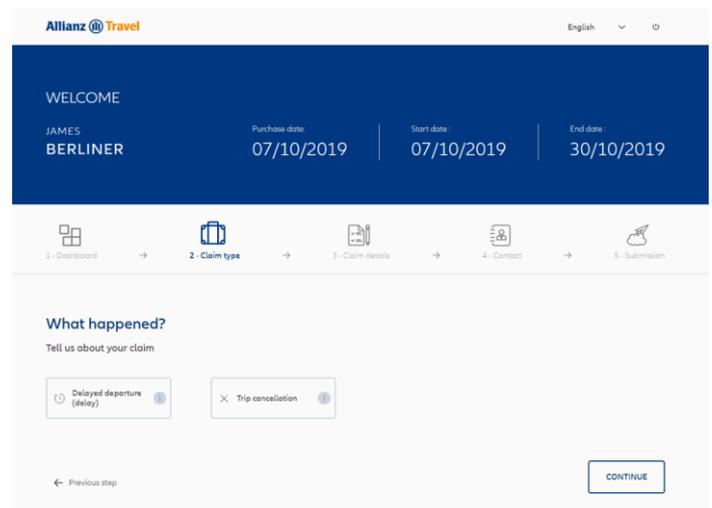
Allianz Partners gives travelers peace of mind: Travel protection has never been so easy

As the first company to launch full-service online travel insurance claims, Allianz Partners is becoming a true travel protector, and it redefines industry's standards in the digital age.

To anticipate the needs of travelers, and thanks to advanced technology, Allianz Partners is disrupting the role of an insurer. A series of new features, already available in some countries and being implemented around the world, are now completely overhauling the end-to-end travel experience. These features ensure travelers can get the right support at the right time, at key moments on their trips, all in a seamless experience, and sometimes without even having to file a claim.

Streamlined digitalization

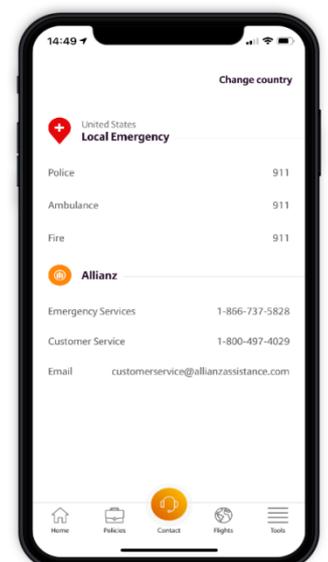
Digitalizing the customer journey doesn't solely mean mobile app development; it means bringing simplicity and convenience for the customer. For instance, knowing that filing a claim can be a painful and frustrating experience, Allianz Partners has streamlined the process: customers can file a claim via a redesigned mobile friendly Portal - enriched with dedicated features for Business partners - and then follow their claim status in real time and receive almost immediate direct reimbursement.



All-in-one protection

Seamless, intuitive, and meant to enhance the travel experience, Allianz Partners' travel protection covers different phases of the travel journey and emergency situations that could occur during a trip¹. These travel protection services include:

- **Travel checklist:** guidance (health, safety, security info) prior to trip as well as customizable alerts to help customers get ready to travel safely
- **Proactive benefits:** triggering instant benefits in case of trip delay while waiting at an airport or a train/bus station, these benefits can be used for shopping and catering at the airport for example



1. These features are currently available in certain countries and are being rolled out globally.

- **Immediate access to emergency responders** through geo-location, Allianz Partners helps locate pre-screened facilities nearby and help get aid from local authorities (police, fire, emergency, etc.)
- **Safety & security alerts:** geo-located safety guidance in real-time: typhoon, floods, earthquake, terrorist attacks, etc.

Joe Mason, Chief Marketing Officer at Allianz Partners Travel line of Business, commenting on the latest travel features, “We are challenging industry standards and constantly innovating as customer expectations evolve. Every customer experience is unique, and our role at Allianz Partners is to empower our partners with the right solutions while exceeding the expectations of our customers throughout their journey.”

“Technology innovations have created new opportunities. Customers are seeking instant experiences, and proactive and timely responses. We will use real-time data to provide safety and security alerts, as well as machine learning to serve relevant products in the blink of an eye, allowing us to bring groundbreaking personalization to the next level,” adds **Vincent Luna, Head of Innovation Travel at Allianz Partners.**

ENDS

About Allianz Partners

Allianz Partners is a world leader in B2B2C insurance and assistance, offering global solutions that span international health and life, travel insurance, automotive and assistance. Customer driven, our innovative experts are redefining insurance services by delivering future-ready, high-tech high-touch products and solutions that go beyond traditional insurance. Our products are embedded seamlessly into our partners’ businesses or sold directly to customers, and are available through four commercial brands: Allianz Assistance, Allianz Automotive, Allianz Travel and Allianz Care. Present in 76 countries, our 21,500 employees speak 70 languages, handle over 65 million cases each year, and are motivated to go the extra mile to help and protect our customers around the world.

For more information, please visit: www.allianz-partners.com

Press contact

Wellcom + 33(0)1 46 34 60 60 allianzpartners@wellcom.fr

Social media



Follow us on Twitter [@AllianzPartners](https://twitter.com/AllianzPartners)



Follow us on LinkedIn [@Allianz Partners](https://www.linkedin.com/company/allianz-partners)



Follow us on Youtube [@Allianzpartners](https://www.youtube.com/channel/UC...)



Follow us on Instagram [@allianzpartners](https://www.instagram.com/allianzpartners)