

# PRESS RELEASE



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## Allianz Partners introduces an integrated Digital Health Assistant

- The platform links customers to a range of digital health services and medical professionals
  - It is easily accessible on a mobile phone or desktop
- This digital health offer forms part of Allianz Partners' new Digital Access to Care initiative

Allianz Partners has launched a new comprehensive telehealth offering to meet the growing demand in digital health services: an integrated virtual health assistant. It is easily accessible on a mobile device or desktop via a conversational platform such as WhatsApp or Telegram and provides customers with immediate and direct access to three core medical services:

- **Symptom Checker** to evaluate and understand symptoms with an AI-based "self-service" guiding system
- **Doctor Chat:** for immediate medical advice from trusted local doctors via chat in their local language. Customers can receive individual responses within a few minutes and ask follow-up questions to the same doctor
- **24/7 Medical Hotline:** a team of medical professionals available anytime and to give medical advice via phone calls

Allianz Partners' digital health assistant is currently available in English, German, French, Italian and Spanish, and has already been made available to more than 800,000 people. This new platform is being rolled out across Western Europe as well as the Asia Pacific region.

### A new unit dedicated to Digital Access to Care

This service is the first success story of Allianz Partners' company-wide **Digital Access to Care initiative**. The ambition is to develop an ever-widening suite of digital tools and services that builds on Allianz Partners' telehealth portfolio for various customer segments (travelers, credit card holders and expats). The initiative leverages both Allianz Partners' 'in-house' capabilities and platforms, as well as those of external partners.

To support this mission, Allianz Partners has created a new **Global Health Services unit** covering digital health, access to care, prevention and wellbeing services. This new unit is the competence center dedicated to designing innovative health service offerings for all lines of business, regions and business units.

"Today it's all about customer convenience and making access to quality care as fast and easy as possible. Allianz Partners is creating health services which help address people's challenges in today's increasingly fast paced world. Whether those challenges are due to lack of time, or a lack of information and guidance to make the right choices for their health, our new health assistant brings together a number of digital health services to meet the needs of our customers. And with the Digital Access to Care initiative, we continue to expand our digital and telehealth services within the arenas of prevention and well-being." **said Ida Luka-Lognoné, CEO International Health, Allianz Partners.**

Allianz Partners' focus on accelerating its telehealth services comes at a time of increasing adoption of digital health, particularly in the COVID-19 context. More than ever, people are citing the convenience of accessing healthcare from home and easier access to a doctor as their primary drivers for seeking virtual health assistance<sup>1</sup>. It has been predicted that doctors as well as patients will continue, as far as possible, to have remote routine consultations online. The digital delivery of medical services and information also has the potential to ease the burden on healthcare systems<sup>2</sup>. Further technological breakthroughs will allow more sophisticated types of care through digital channels and transform the patient experience.

### **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 75 countries, our 19,400 employees speak 70 languages, handle over 58 million cases each year, and are motivated to go the extra mile to offer peace of mind to our customers around the world. For more information, please visit: [www.allianz-partners.com](http://www.allianz-partners.com)

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<sup>1</sup> What are the primary reasons why you would be likely to use video consult or email messaging in the future for an in-person primary care visit? Mckinsey consumer survey – February 2020

<sup>2</sup> Life After COVID-19 Report written by Ray Hammond and commissioned by Allianz Partners