

Media release

Allianz Partners appoints Natacha Bouaziz as Global Head of Roadside Assistance

With the ambition to continuously develop and implement holistic mobility solutions for the peace of mind of drivers, Allianz Partners further reinforces its roadside assistance expertise by adding a new member to its leadership team.

Paris, 11th October 2021



Natacha Bouaziz has joined Allianz Partners as Global Head of Roadside Assistance (RSA), as of July 5th 2021. The global Roadside Assistance team provides a combination of insurance, services and digital solutions to assist drivers of various types of vehicles (passenger cars, light commercial vehicles, motorcycles, trucks, bikes, new mobility) in the case of an accident or breakdown. In this new role, Natacha will further drive the global strategy of the RSA line of business to accelerate its digital transformation, deliver on its growth ambitions, and continuously improve customer satisfaction.

Natacha joins Allianz Partners from Europ Assistance where she was Global Head of Automotive and reported to the CEO. There she led the Global Automotive Business & Product line while successfully implementing innovative products and building value propositions for international clients that leverage the new Mobility ecosystem including digitalization, connected services and electric vehicles.

Before that, Natacha spent 18 years in the Automotive industry at Renault. With a leadership approach based on a strategic vision and operational mindset, she held various positions in

Purchasing, Fleet After-Sales, working abroad and managing international regions (Europe, Africa/Middle East, Asia).

Natacha holds a Law Master degree and a Master in International Law from French business school ESSEC.

Natacha Bouaziz, Global Head of Roadside Assistance, Allianz Partners comments: “I am very pleased to join the Allianz Partners team because it is a global leader in Assistance but also for its main drivers for development that are innovation and customer satisfaction with a very high level of service delivery. I will use my energy and experience to help accelerate our range of future-oriented products, be technology-driven across multiple geographies and support the transformation of the business from a car-based to a truly customer-centric RSA service.”

Tomas Kunzmann, CEO Mobility & Assistance and Member of the Board of Management, Allianz Partners added: “We’re delighted to welcome Natacha in our team. She brings valuable experiences from both the Automotive and Assistance worlds and has an outstanding track record in deploying global transformational projects. Natacha joins us at an exciting time as the Roadside Assistance and Mobility ecosystem as well as customer expectations are continuously evolving. Our goal is to deliver a wide range of simple and innovative offerings to give drivers greater peace of mind and get them on the road again as quickly and efficiently as possible.”

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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 over 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.

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