

Allianz Partners

Group Communications

Media release

Allianz Partners takes home two awards at the Efma-Accenture Innovation in Insurance Awards 2022

- Allianz Partners' Visi'Home awarded Gold in the Re-imagining the Customer Experience category
- Allianz Partners' Digital Health Assistant awarded Bronze in the Product and Service Innovation Category

Paris, June 16th, 2022

Allianz Partners has been awarded two trophies at the Efma-Accenture Innovation in Insurance Awards 2022, in the Product and Service Innovation Category and in the Re-Imagining the Customer Experience Category. These awards have been serving as a catalyst for innovation in the insurance sector since their inception in 2016 and recognise the most innovative projects, initiatives, and ideas in insurance globally. Winners are awarded by their peers, with a rigorous, independent process ensuring the credibility of the awards.

Tomas Kunzmann, CEO Mobility & Assistance & Board Member of Allianz Partners, commented, *"We're delighted that Allianz Partners has been recognised at this year's Efma-Accenture Innovation in Insurance Awards. For us, embracing a digital future means technology with a heart. Allianz Partners' Visi'Home showcases how we are leveraging technology to help customers in their everyday lives and designing customer journeys which transition seamlessly between the physical and digital world. We believe that it's the combination of digital intuitive solutions and the human touch that truly build exceptional, peace of mind experiences throughout key moments of our customers' life."*

Ida Luka-Lognone, CEO Health & Board Member of Allianz Partners added, *"The award for Allianz Partners' Digital Health Assistant honours our commitment to creating innovative health services and recognises our continued focus on customer centricity. Our Digital Health Assistant ensures customers have quick and easy access to doctors 24/7, straight from their smartphone. The Covid-19 pandemic forced many to adopt new ways of accessing care and these trends are here to stay, with benefits to both the patient and the healthcare system. This is a great achievement for Allianz Partners, and a big thank you to all who voted."*

Allianz Partners' Digital Health Assistant: Bronze for Product and Service Innovation
Digital health is a rapidly growing global market and industry with digital health assistants providing a smart, convenient and fast way for people to connect with healthcare services.

This award recognises Allianz Partners' commitment to delivering innovative and convenient healthcare solutions for customers. Allianz Partners Digital Health Assistant combines digital services with a human touch. Services include a Symptom Checker, Doctor Chat and additional health services such as Teleconsultation, all via the messenger of choice for the customer. Over 3 million people already benefit from this service which is now available in more than 30 markets.

Allianz Partners' Visi'Home: Gold for Re-Imagining the Customer Experience

The pandemic put pressure on homes as they transformed into a school, an office, a childcare facility, and everything in between. This award recognises Allianz Partners commitment to providing an accessible, simple, digital and seamless journey for customers when things go wrong at home. Allianz Partners Visi'Home provides remote home assistance through video diagnostic and damage settlement. Through video diagnosis, the diagnostic of the damage in the home is assessed, and guidance is provided on how to fix the damage on the spot when possible. Allianz Partners Visi'Home also offers the customer the option of setting an appointment with a professional craftsman if the problem can't be fixed on the spot. Within 3 months of launching in France, the end-customer satisfaction rating was awarded 4.5 out of 5 stars.

For more information on Allianz Partners and its offerings, please visit:

www.allianz-partners.com

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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, mobility 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 several commercial brands including Allianz Assistance, Allianz Travel and Allianz Care. Present in over 75 countries, our 19,800 employees speak 70 languages, handle over 64 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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