

Allianz Partners
Group Communications

Media release

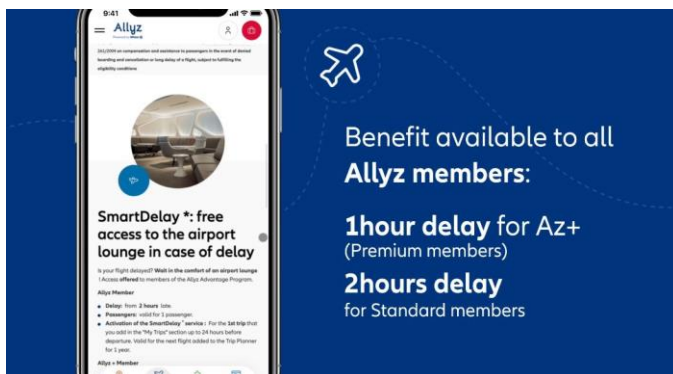
Allianz Partners teams up with Collinson to give Allyz members free airport lounge access during flight delays

Allianz Partners' one-stop-shop travel platform Allyz makes travel more seamless for members by offering SmartDelay, complimentary lounge access in the event of a flight delay

Paris/London, 29th March 2022

Collinson, a global leader in customer benefits and loyalty, and Allianz Partners, a global leader in travel insurance and assistance services, have joined forces to give Premium and Freemium members of Allyz complimentary access to airport lounges worldwide during flight delays. Thanks to the partnership, Allyz members whose registered flights are delayed by more than 60 minutes or 120 minutes depending on their membership will automatically receive a notification for complimentary access to one of over 1,200 lounges in 500+ airports in over 100 countries. This benefit can be enjoyed by Allyz members and up to five guests.

Allyz is the new digital platform from Allianz Partners that gives travellers a one-stop shop with safety, security, health and travel services from different partners to facilitate the customers' journey before and during their travels. Travellers can sign up as Allyz members on the dedicated [website](#) available in three countries: Germany, Spain and France.



With SmartDelay, Allyz Premium and Freemium members will be able to relax in the comfort of an airport lounge as they wait for their delayed flight, regardless of their type of ticket. Lounge access includes complimentary snacks and refreshments, free Wi-Fi, newspapers and magazines, as well as use of conference and business facilities

(subject to availability). Away from departure halls, travellers will be able to rest, charge their devices and unwind.

Allyz Premium customers will have access to the lounge for all flights registered in Allyz' Trip Organizer that are delayed for an hour or more. Freemium customers will get access for their first registered flight if their flight is delayed by two hours or more. All members can also bring up to five accompanying guests with them to enjoy the same benefits, so family and friends can relax together while they wait for their flight.

Lawrence Watts, Head of Insurance at Collinson, said: *"As travel recovery continues, we want to ensure the journey is as relaxing and enjoyable as can be, even if a flight delay occurs. SmartDelay provides value-added differentiation, with an immediate customer benefit delivered digitally, thereby enhancing the customers' travel experience. Allyz members are automatically sent a lounge pass as soon as it looks like their flight is going to be delayed. As a result, Allyz members will have instant, seamless lounge access – and then can be on their way as soon as the flight is ready to go."*

Lydie Hippon-Darde, Global Head of the New Models Unit at, Allianz Partners, added: *"Our new, digital Allyz platform has been specifically created to make travel as seamless and easy as possible for our members. We know flight delays can be an inevitable part of travelling, but we want our members to know we're doing all we can to bring peace of mind when they do happen. This is especially relevant while the travel industry is in recovery, so as people start to travel again, we want our customers to feel confident in their travel experiences."*

"That is why Collinson is an ideal partner for Allyz: we're both working to make travel the enjoyable experience it should be. We're delighted to be offering SmartDelay to our customers, bringing them some additional comfort, and making them feel a bit special as they get from A to B."

SmartDelay was awarded the Travel Insurance Product Innovation of the year at the ITIJ Awards 2021 in November 2021.

To use the new benefit, Allyz members should register their flight number and date of travel through the platform. Should the flight be delayed by more than 60 minutes or 120 minutes, depending on membership level, members will immediately receive a complimentary airport lounge pass via SMS or email.

Terms and conditions apply. For more information about Allyz SmartDelay, visit:

[Compensation pour retard de vol et accès aux salons | Allyz - Allianz](#)

-ENDS-

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About Collinson:

[Collinson](#) is a global travel, insurance and assistance solutions provider. We deliver exceptional travel, assistance and insurance solutions to insurers and brokers to help protect and assist their customers.

Our customer benefit products include Priority Pass™, travel insurance, flight disruption assistance, international healthcare and travel risk management solutions. Other solutions include loyalty services, identity assistance, gadget, mobile phone, collision damage waiver, excess protection, event cancellation, warranty cover and more.

A privately-owned company, Collinson is the trusted partner to the world's leading payment networks, over 1,400 banks, 90 airlines and 20 hotel groups in over 170 countries. Our clients include easyJet, Post Office, Saga, Cover Genius and Vhi.

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 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.

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