

Allianz Advantage proven meets pioneering

proven meets pioneering

Ever since humans started stretching the distance between Point A and Point B, travel has been evolving. The way we moved in the world when Allianz was founded over 125 years ago is unrecognizable today—and with COVID-19, the world we saw only a few short years ago is equally unrecognizable. The pandemic has permanently altered the way we get from Point A to Point B, leaving travelers with lasting anxiety about who they can trust to help them go safely.

More than ever, navigating the unexpected requires a partner who's both **proven and pioneering**—with grounded stability to meet the changing demands of the present, and groundbreaking departures to accelerate travel protection into the future.

This Allianz Advantage is the power of a global company that delivers with a local touch, for responsive on-the-ground expertise wherever it's needed. It's high-tech marketing with a refreshingly human touch, connecting your business with customers in unexpected new ways. It's relevant products designed to meet travelers' evolving expectations, bridging their desire for exploration with their increasing need for safety.

Travel has changed, and though we'll keep changing with it, our commitment will always be the same—to deliver unparalleled customer experiences and unmatched growth for your business, even in the face of the unexpected.



THE ALLIANZ ADVANTAGE

When you bring the
right things together,
it sets you apart.

By combining a tradition of excellence with a continuous drive to accelerate beyond the traditional, we've forged singular capabilities that make us uniquely equipped to accompany you and your customers on the journey ahead.

Best-in-class experiences
personal approach | powerful moments

Worldwide expertise
global reach | local touch

Reliable delivery
dependable expertise | unexpected ease

Sophisticated marketing
stunning tools | savvy strategy

Accelerated growth
daily development | lasting results

Best-in-class experiences

personal approach | powerful moments

With people at the heart of all we do, we create moments that matter to customers—and keep them coming back again and again.

In-depth insight mining

With programs like Voice of Customer, we constantly gather feedback to get an authentic understanding of what customers want, then turn those insights into action—creating real solutions for travelers' evolving needs.

Relevant products

Our simplified product portfolio has relevant, easy-to-understand benefits to give travelers unmatched protection for today's challenges, including epidemic-related covered reasons and inclusions for pre-existing medical conditions.

In-house assistance team

Our skilled, in-house assistance team is always ready to help with travel emergencies and hiccups—so travel advisors can relax knowing we're here for their customers, wherever they're traveling and whatever challenges they have.

95%

Customer satisfaction rating

26

Unique trip cancellation
covered reasons

33k

Assistance cases
resolved per year

Seeing customers as travelers— not transactions

Our personal touch has never been more powerfully felt than during the onset of the COVID-19 pandemic, when our customer care teams found new ways to support travelers through the unexpected. Here's how we went beyond borders to deliver world-class customer care.

After suffering a severe stroke, a customer was hospitalized in critical condition in Romania, and needed a rapid transfer to a hospital with specialized neurological care.

Without a moment to spare, Allianz Global Assistance teams across multiple countries—Austria, Switzerland, Germany, Romania, and Turkey—banded together to find a hospital that could treat his condition. In less than 1 hour, our teams facilitated an emergency medical evacuation while simultaneously ensuring protocols, including a negative PCR test, were met without delay.

Two days later, his family called our team to share the good news: our customer had made remarkable progress and would eventually recover.

Anytime, anywhere. That's the power of our global assistance.



Protection for travel today— and tomorrow

Travel protection isn't just insurance—it's a game-changer. We're going beyond traditional transactions with proactive features that make travel safer and easier, even if customers never need to file a claim.

Allianz TravelSmart™—our free travel safety app—puts tools and services at travelers' fingertips to help them explore with more security and ease.



Location-based safety alert notifications like health, crime, and environmental issues



Quick medical facility locator to help customers find the nearest vetted care providers



Tap-to-dial assistance services for quick, easy access to help from anywhere with cellular service



Easy claim filing on the go to help customers file claims even faster



Flight tracking details to keep customers informed of flight changes

Worldwide expertise

global reach | local touch

Expert help deserves exceptional reach. Local knowledge is our worldwide specialty, giving you reliable support across the globe.

Proven industry leader

As a long-trusted name in the industry, we have a rich history of firsts. Our legacy as a change agent is still going strong today, as we continue to reimagine the travel insurance category for the benefit of our partners and customers.

Extensive global network

Our award-winning 24/7 travel and medical assistance spans 200+ countries, and includes on-staff medical professionals and a worldwide network of trusted providers to ensure your customers have access to expert care.

Industry leadership

We actively support a wide range of organizations that promote responsible, safe, and sustainable travel—so advisors can feel proud to partner with a force of good in the worldwide travel community.

39

Major industry
awards in 2022

904,000

Pre-screened
medical providers

#1

Global insurance
company*

* AM Best's top insurers by 2020 non-banking assets: Allianz SE

A legacy of firsts

With a company foundation dating back to 1890, we've been there through extraordinary changes in travel—and we're still finding new ways to set the pace in the industry today.

Allianz Partners is the first to

- ✓ Integrate into the booking path of an airline
- ✓ Integrate into the booking path of an online travel agency
- ✓ Use AI to optimize travel insurance offers
- ✓ Offer event ticket insurance
- ✓ Offer conference insurance
- ✓ Offer airline loyalty mileage coverage
- ✓ Develop a full-service travel insurance app
- ✓ Combine travel insurance with assistance services
- ✓ Launch an online claims platform
- ✓ Provide terrorism as a covered reason
- ✓ Provide epidemic/pandemic coverage to future-proof for COVID-19



Reliable delivery

dependable expertise | unexpected
ease

We're built for deep integration and speed, making it simpler to respond to changing market, customer, and partner needs—even in trying times.

Dedicated teams for your business

Whether you need a thought partner or an extension of your own team, our highly knowledgeable, cross-functional Agile teams are here to provide personalized support and deliver results for your business.

Personal, local representative

Your regional representative takes a consultative approach to learning your businesses—so you can be confident you have a partner that's tuned into the needs of your business and your customers.

Attentive technical support

With professional, in-house travel advisor tech support, it's easy to get set up on selling tools like AgentMax Online and keep your sales running smoothly.

15+

Team members focused
on your business

11.6 yrs

Average experience of
local representatives

99.7%

Uptime guarantee

Travel has changed— and so have we



bit.ly/3qu3WLB

In an increasingly complex world, we're reinventing our products, technology, and processes for a more intuitively simple experience for your customers—and your business.



Sophisticated marketing

stunning tools | savvy strategy

Half art, half science, our marketing blends smart customer insights with compelling creative to optimize the entire customer journey.

Insight-driven strategy

With an eye on emerging trends, we gather actionable analytics from our centralized in-house program, and use those timely insights to create highly relevant, customer-centric marketing strategies.

Full, in-house creative team

We provide turnkey multi-media marketing campaigns, on-demand product brochures, and other tools to help you attract more customers with the right message at the right time.

Strong brand recognition

We keep a high profile in the travel community with year-round public relations, brand advertising, trade partnerships, and more—growing awareness of travel insurance and trust in our brand to support your sales efforts.

166B+

Data points used to improve analysis

30+

In-house marketing professionals

#1

Global insurance brand*

* Interbrand's 2021 rankings: Allianz SE

Enhancing the moments that matter

We inform, inspire, and assist customers across their entire journey—ensuring that even small moments make a big impact.

AWARENESS & CONSIDERATION

PURCHASE

UTILIZATION & SERVICING

REPEAT PURCHASE

DREAMING

SEARCHING

DECIDING

BUYING

DEPARTING

PLAYING

RETURNING

CYCLE REPEATS

Accelerated growth

daily development | lasting results

With day-to-day support centered on long-term profitability, we deepen your customer relationships and position your business for a stronger future.

ACCELERATED GROWTH

Best-in-class selling tools

Our commitment to growth extends beyond our own business. We facilitate sales across channels, devices, and countries with state-of-the art platforms like our award-winning AgentMax Online, which is greatly preferred over any other travel insurance sales platform.*

Integration Flexibility

Connect seamlessly through multiple platforms like AgentMax and Fusion® CORE that can be used with virtually any booking platform and web-enabled device—so you can keep selling anytime, anywhere.

Easy training tools

Train in your preferred way, at your own pace with our online Travel Agent Academy, live webinars, Travel Advisor Handbook, and personalized, face-to-face sessions with your local district representative—so you can always feel informed and confident when talking to customers about travel insurance.

37%

Repeat customers

84%

Travel advisors prefer
AgentMax*

24/7

Access to simple online
training resources

*Allianz Partners survey of travel agents, December 2020

Smooth selling

It's much easier to give great customer service with tools that make transactions more flexible and let you automate parts of the selling process.

Our award-winning, web-based AgentMax Online lets you smoothly transition between web-enabled devices, host a quote generator on your website, and send automated follow-up email offers—so you can capture more sales and help more customers in less time, and with less effort.



GDS integrations for more seamless transactions




MaxMail automated emails for timely follow-up offers



QuoteMax online quote generator for easy customer self-service



Alerts on new sales and key customer dates for easier tracking



We've entered a new era in travel; one that demands a partner who is not only enduring, but energized for the transformations ahead. Reimagining new ways, like only we can, to help customers go safely, and delivering accelerated growth for your business—that's the Allianz Advantage.

Damien Ladous, Chief Executive Officer, Allianz Travel

The background is a vertical collage of three aerial photographs. The leftmost section shows a dense forest with a small body of water and a few buildings. The middle section shows a winding road through a dry, hilly landscape. The rightmost section shows a large, modern building with a distinctive lattice-like roof structure, surrounded by greenery.

Allianz Partners

Allianz Partners has a long history of bringing the right things together to continuously reimagine protection.

It's why year after year, millions of travelers choose us to keep them safe, and why our long-standing partners trust us to deliver unparalleled growth—especially in the face of the unpredictable.

Experience the Allianz Advantage

Contact [name] at
[Sales lead email]

Visit us at JoinAllianzPartners.com