

Allianz Road Rangers hits the streets with seven new customer touch points in tow

Kuala Lumpur, 21 January 2017 – Allianz General Insurance Company (Malaysia) Berhad officially launched its' Allianz Road Rangers today.

The Allianz Road Rangers is part of the Company's motor claims transformation journey that aims to truly put its customers first. The new journey features seven touch points including a new 24-Hours Accident Call Centre, the Allianz Road Rangers fleet and Claims Concierge ensuring that customers experience an easy, seamless journey when making an accident claim.

"If you have ever been in a road accident and your car has got to be towed. You know what happens next. And you are dreading it – the stress, the wait, the long-drawn process. So, we are changing it all with the launch of our Allianz Road Rangers. Each of the seven new touch-points introduced truly offers our customer a service with a meaningful difference," said Zakri Khir, Chief Executive Officer of Allianz Malaysia Berhad and Allianz General.

"Our customers have always been our priority. So, from the moment you make the accident call, we will be with you every step of the way – offering assistance in getting your vehicle to the police station, making your report, getting your vehicle to our authorised panel repairers and delivering it back to you. This is us humanising our service and making a difference in your motor claims journey," added Zakri.

This service is offered free to all Allianz Motor Comprehensive policyholders. Currently servicing the Klang Valley, the Allianz Road Rangers have already been called into action since 3 January 2017. As a result of the transformation, the seven new touch points are:

24-hours Accident Call Center

All road accident calls and SOSs will converge at the newly set up Accident Call Centre.

Allianz Road Rangers: Bike brigade

A team of 20 bike brigadiers, the First Respond Unit will be the first to the scene when a call is received. The brigadier will provide bottled water and first aid assistance (if needed) and will accompany the customer until the tow truck arrives.

Allianz Road Rangers: Tow trucks

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The fleet is made up of 15 exclusively-branded state-of-the-art tow trucks, each equipped with Global Positioning System (GPS); Closed-circuit televisions (CCTV) located on both rears, inside the cabin and in front of the vehicle; a pre-installed voice recorder in the cabin; dolly wheel; jumper booster; and air pump. The tow truck operators will be responsible for towing the customer's vehicle to the police station (to lodge a police report) and later Allianz Authorised Panel Repairer or to a franchise workshop upon request.

Claims Concierge

Allianz Claims Concierge will be based in major police stations to accompany customers in lodging the police report and explaining the claims process in detail.

Transportation services

Selected ride-sharing services will be provided for passengers to be ferried from the accident site and back to their home (within the specified distance).

Allianz Motor ODX Claims

Eligible Own Damage (OD) claims are assessed and given a vehicle repair cost via a Straight-through process without human intervention anywhere between 10 minutes to one hour.

Vehicle Delivery

Customers will have an option to have their repaired vehicle delivered to their home, office or preferred location (within the specific distance) instead of having to collect it from the workshop.

The Allianz motor claims transformation began last September with the launch of the Allianz Motor ODX Claims and culminates with the launch of the Allianz Road Rangers today.

An industry-first, the Motor ODX Claims was introduced to improve Allianz's claims process. Now, with Allianz Motor ODX Claims, eligible Own Damage (OD) claims now go through a series of rules integrated into a backend system allowing claims which previously took about three to five days to be approved to be completed from anywhere between 10 minutes to one hour.

In an event of an accident, Allianz motor customers should call 1800 88 6278 which will be channeled to Allianz 24-hours Accident Call Center. To find out more about the new Allianz Road Rangers service, visit the Allianz Malaysia corporate website at allianz.com.my or contact the Allianz Customer Service Associates at 1300-88-1028 or by email at customer.service@allianz.com.my

About Allianz in Malaysia

The investment holding company, Allianz Malaysia Berhad, a subsidiary of Allianz SE, has two insurance subsidiaries - Allianz General Insurance Company (Malaysia) Berhad ("Allianz General") and Allianz Life Insurance Malaysia Berhad ("Allianz Life").

Allianz General is one of the leading general insurers in Malaysia and has a broad spectrum of services in personal lines; small to medium enterprise business and large industrial risks. Allianz General also leverages on the bancassurance agreement with CIMB Bank to reach out to the bank's over-a-million-customer base. The GWP for general insurance business for financial year 2015 reached a mark of RM2.18 billion.

Allianz Life offers a comprehensive range of life and health insurance and investment-linked products and for the financial year 2015, Allianz Life recorded a GWP of RM1.95 billion and is one of the fastest growing life insurers in Malaysia.

Allianz Malaysia has 38 branches nationwide.

In 2016, Allianz Malaysia Berhad received the Merit Award for Corporate Governance (CG) Disclosures at the Minority Shareholder Watchdog Group (MSWG) Malaysia-ASEAN Corporate Governance Transparency Index, Findings and Recognition 2016. In 2015, Allianz Malaysia Berhad received the Outstanding Achievement Award at the inaugural ASEAN Corporate Governance Conference and Awards (ACGCA) as well as the Excellence Award for Top Corporate Governance and Performance (Overall) and Merit Award for Most Improved at the MSWG-ASEAN Corporate Governance Award 2015.

Besides that, Allianz Malaysia was also listed on The Edge Billion Ringgit Club's Top10 Corporate Responsibility Initiatives (Below RM10 Billion market cap), which celebrates the largest and standout performers of the Malaysian corporate industry. The Company's MyAID (Malaysians Against Irresponsible Drivers) advertising campaign also won two bronze and seven merit awards at the Kancil Awards 2015.

To learn more about Allianz Malaysia, visit allianz.com.my

Facebook: facebook.com/AllianzMalaysia/ | Instagram: instagram.com/allianzmalaysia/

About Allianz

Together with its customers and sales partners, Allianz is one of the strongest financial communities. About 85 million private and corporate customers insured by Allianz rely on its knowledge, global reach, capital strength and solidity to help them make the most of financial opportunities and to avoid and safeguard themselves against risks. In 2015, around 142,000 employees in over 70 countries achieved total revenues of 125.2 billion euros and an operating profit of 10.7 billion euros. Allianz SE, the parent company, is headquartered in Munich, Germany.

This business success with insurance, asset management and assistance services is based increasingly on customer demand for crisis-proof financial solutions for an aging society and the challenges of climate change. Transparency and integrity are key components of sustainable corporate governance at Allianz SE.

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