

# Allianz Multinational

Taking you from planning to  
deployment – and beyond



At a time of broadening horizons,  
**Allianz Multinational** ensures  
you're fully covered wherever  
business takes you.



# Our core competencies



### A market-leading global network

Our network spans over 200 countries and consists of over 70 Allianz owned-insurers to provide you with the scale and certainty you need. They are all governed by a dedicated network management team and under a consistent SLA framework.



### An upfront approach to program management

Feel at ease when transitioning your program to Allianz, with expertise to guide you at every stage from preparation and implementation to renewal.



### World-class claims and risk management services

We deal with over 165,000 claims per year, with the support of 16 global practice groups. Access more than 650 industry experts via our risk engineering services.



### Integrated cross-Allianz solutions

With over 10,000 multinational corporate relationships across the Allianz Group, we are used to serving clients across a multitude of leading global insurance, credit, investment, benefits and assistance solutions.

# Our innovative solutions



## End-to-end captive solutions

We offer full unbundled and risk transfer captive fronting solutions to assist our clients who choose to retain risk. In addition, our leading ART structured solutions can provide optimization through multi-year cross-class structures.



## Program design optimization

Through our strong underwriting expertise, feel secure that we can draw on our significant experience to advise the best combination of global and local policies to obtain the balance of compliance and cost effectiveness.



## AGCSOnline, our digital platform

Our digital customer interaction platform is designed to make managing your global program easier. Follow the progress of the implementation of your policies in real time, understand your claims in greater detail and access full details of your risks at any time.


# Your program journey



Our competencies and innovative approach come together to support you at each stage of the program journey.



We'll take you from planning through to deployment and management. With **Allianz Multinational**, you're ready on all fronts.

	Overview	Client journey	Proof point – Customization	Proof point – Implementation	Proof point – Optimization	Ready		
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# 1 Planning

Prepared by your  
Multinational  
Underwriting and  
Advisory Expert

## Country analysis

- › Comprehensive country information analysis, including tax, tariff and cash before cover insights

## Compliance analysis

- › Full description of our capabilities to offer insurance solutions on a global and local basis to ensure compliance with licensing regulations

## Program design support

- › Advice on optimal Multinational program design, including deductibles, captive retentions and tower structures



Overview

Client journey

Proof point – Customization

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Ready



# 2 Deployment

Quality-first approach to policy issuance with focused information collation

## Immediate priorities

- › Arrange for cash before cover invoices to be issued pre-inception to ensure seamless coverage in transition
- › Arranging for certificates to be issued as required (pre-allocation of premiums where required) to ensure continuation of local business activity
- › Assignment of Multinational Program Manager, as well as pre-inception meeting arranged to agree deployment plan

## Program information collation

**Liaising with all internal and external stakeholders to ensure all information collated to implement program:**

- › Premium allocation, including checking exchange rates, collection protocols, tax, tariff and minimum premium standards are met
- › Risk information including schedule of insured values and reinsurance slip
- › Local client/broker contact information to ensure local policy issuance is not delayed

## Network notification

- › Once information is collected, clear instructions sent immediately to our network via our digital Global Program System (GPS), creating clear audit trail



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# 3 Monitoring

All handled by  
your dedicated  
Multinational  
Program Manager

## Focused program tracking

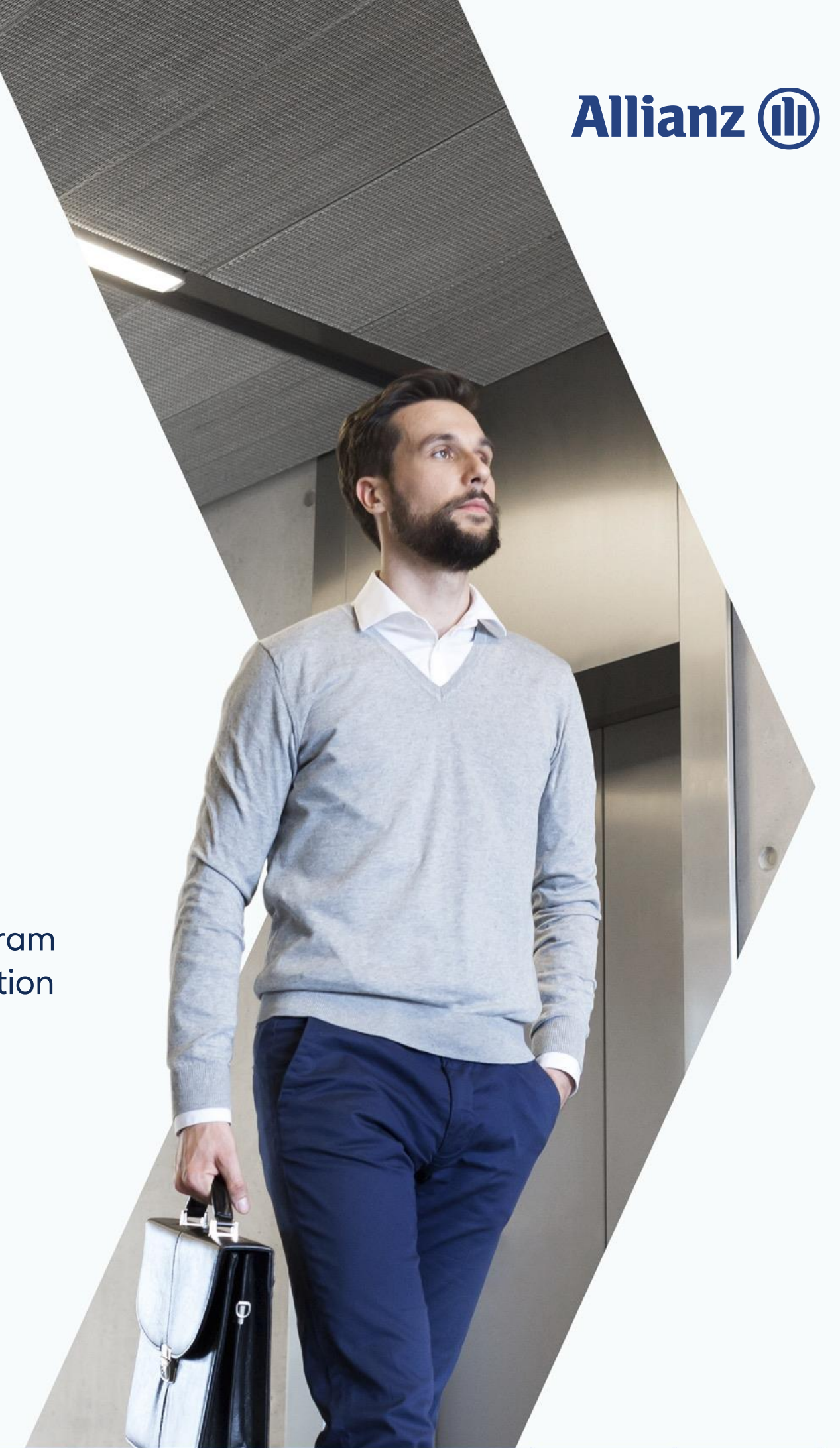
- › Establish implementation tracker to give exact status on policy issuance and local premium payment
- › Regular touchpoints with our brokers and clients to discuss
- › Instant program tracking updates also available in our self serve digital portal AGCS Online

## Multilevel issue resolution

- › When issues occur, you can be rest assured that your dedicated Multinational Program Manager will take it seriously
- › Clear issue resolution and escalation process established for each program utilising our regional network management team to ensure swift resolution

## Program evaluation

- › Post implementation meetings with all stakeholders to ensure all activities are on track and transparently discuss improvements to the process on all sides ahead of next renewal





# Proof points

Discover three  
success stories  
of our customer  
experience in action



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# Thinking outside the box

Customising speciality and captive solutions for a major energy client



## The company

One of the world's largest electricity utilities by market value, the Spanish firm wanted to accelerate its growth platforms geared towards renewables, with a strong project pipeline in key markets globally.

## The requirement

A comprehensive international insurance program (IIP) that would cover its conventional, renewables, offshore and cyber risks across numerous markets – with more than \$750 million in assets worldwide.

A unique captive fronting program, designed and customized based on its specific needs with respect to its geographies of interest.

Consideration of future plans to scale its policies with higher retentions in light of hardening market conditions.



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# Our solution



We combined our extensive knowledge of conventional and developing industries, including cyber, with that of our extensive Multinational network to create a bespoke program fully meeting the client's needs



# Our impact



Improved transparency on loss activity from prior program, through dedicated claims handler



Creating trust with a key ESG player in the Spanish market, supporting them with their eventual transition to renewables



Understanding the customer's complex requirements to create a program with improved underwriting terms



Giving the best of our network to the client, ensuring fully compliant coverage even in more remote locations



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# Seamless implementation

Transforming the program experience for a major ICT provider



## The company

A leading information and communication technology provider was looking to review its international insurance program (IIP), and sought a flexible and reliable arrangement.

## The requirement

A superior customer experience to its previous policy, which had communication issues, inefficiencies, inaccurate tracking of local policies, and a slow collection of premiums in its previous policy.

A partner that could deliver transparent insights via digital solutions, with dynamic overviews of global program implementation, status and details across its 62 markets of interest.



Overview

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# Our solution



We created a fully integrated Multinational program across 62 territories, with a clear deployment plan created by our program manager, In addition we demonstrated the ability to clearly track policy issuance through our digital portal, AGCSOnline



# Our impact



Brought a central team of Multinational experts to guide the client through the reform and transition of their program to Allianz



Our footprint fully matched the key locations of the client, particularly in the Nordics, with the majority of countries served by Allianz owned entities



Onboarded the client onto AGCSOnline to help them track their policies, view their coverage and better manage their risk at a click of a button



The client now has more consistent coverage and therefore closer control over their program in key territories



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# Optimizing program design

Getting the structure right for a major biotechnology leader



## The company

One of the world's leading Multinational specialty biotechnology companies wanted to explore new options on its complex insurance program to improve the design and running of its program.

## The requirement

A partner they could trust and who was willing to work closely with them to address any issues with the direct program and the reinsurance panel.

To replace the lead carrier due to operational issues, with a partner they could trust to not only work closely with them but also the wider reinsurance panel.



Overview

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Ready



# Our solution



**We created an agile proposal based on our deep understanding of the client, due to our follow position on the program for the previous 15 years. We ensured that the client was provided with the same team they interacted with in prior years, building confidence that we could be trusted leaders on their program**



# Our impact



**Easy transition to lead the program due to prior relationship with the client**



**Close co-operation with the client's broker to ensure smooth implementation**



**We were able to introduce our risk engineering services to this client which unearthed new ways to mitigate their risks**



**Able react quickly to the complex requests with swift internal alignment and approvals for the significant line size**



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# You're ready. We're ready.

For multinational business.  
For settling your claims.  
For tackling all risks ahead.

To find out how Allianz Multinational can benefit you and your business, browse the wealth of solutions available at:

[agcs.allianz.com/solutions](https://agcs.allianz.com/solutions)

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Overview

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Proof point – Customization

Proof point – Implementation

Proof point – Optimization

Ready





# Ready

