

A young couple is shown from the chest up, smiling and looking upwards. The woman on the left has short dark hair and is wearing a white tank top. The man on the right is wearing a light blue button-down shirt. In the foreground on the right, a hand is pointing upwards. The background is a blurred city street with buildings and signs.

A World of
Opportunity

“How can we help?”

We answer this question 250 million times a year.

Allianz Global Assistance is the international leader in travel insurance, event ticket insurance and travel assistance services. “That’s great,” you say. “But what does that mean to me?”

We’re in business to help valued partners like you grow. What we do, how we do it, where we do it – every move we make is designed to help our partners collect millions in revenue. We know it’s working because more than 250 million people annually – four percent of the world’s population – count on Allianz Global Assistance. Put us to work for you, and we’ll never stop asking what we can do to help you succeed.

Rock solid.

Red, white and blue inside.

When you’re looking for a travel insurance partner, financial stability can’t be overrated. Allianz Global Assistance is owned by Allianz, the world’s largest property and casualty insurer by revenue, with more than 150,000 employees worldwide and nearly \$150 billion in annual revenue. Our customers value working with a company that’s been around for over 100 years and will be here for years to come.

We’ve been pioneers in our industry right here on American soil since 1893. We were the first insurance company to cover cars and the movie industry. We insured the Wright Brothers’ flight and the construction of the Golden Gate Bridge. And we were the first to offer “green” insurance products. Today, we provide insurance coverage for 60 of the Fortune 100, America’s largest corporations.

Partnering with Allianz Global Assistance gives you the opportunity to:

- Significantly increase your revenue from existing customers
- Expand the relevant products you can offer
- Differentiate your company from the competition
- Extend your network globally
- Streamline operations by using our resources
- Access 24/7 multilingual customer service and assistance
- Entice customers to make early purchase decisions
- Offer customers a seamless travel and booking experience
- Create loyalty among existing customers
- Generate new business

Increased revenue? Streamlined operations? Satisfied customers?

More than products – you get business solutions.

Since our founding, we’ve been creating growth opportunities for our partners and value for their customers by providing them with products that protect and help them when they need it most. At Allianz Global Assistance, we offer travel insurance, event ticket protection, and unique assistance services such as international medical assistance and concierge services.

We also function as an outsource provider for inbound call center services and claims administration for health insurers, property and casualty insurers, and credit card companies. Here, you’ll find descriptions of what we do. But more importantly, it’s what we can do for you.



Hear that?

It's the sound of us listening to your customers.

As the brand behind your brand, we take care of your customers with the same level of support and service you would. We make sure we're accessible to customers at all times. We pick up the phone quickly. During each conversation, we listen and then provide the highest level of customer service and resolution. Our mission? To foster an environment where we can move mountains for you and your customers.

When you treat clients and customers right, it's so rewarding.

"I just received my check to cover the complete price of tickets for an event I missed due to illness. I can't tell you how pleasantly surprised I was to find that the filing process was so easy and painless. Thank you so much for the great product. You have renewed my faith in insurance companies."

— Robert L., Chicago, IL

"I want to express my gratitude and thanks for the people who are employed under your care. They have done a phenomenal, fabulous job. They helped save my niece's life. Thank you. They are exceptional, and I wouldn't trade them for anything else in the world. They are lifesaving people."

— Kathy J., Baltimore, MD

Leading the Industry



ICMI Global
Call Center of the Year
(2008)



Travel Weekly's
Magellan Silver Award for
AgentMax Booking Tool
(2009 & 2010)



Travel Weekly's
Magellan Gold Award for
Agent Onboarding System
(2011)



Travel Weekly's
Magellan Silver Award
for Product Portfolio
(2011)



Do Business with a Global Company

Partner with people who care.

Africa • Americas • Asia-Pacific • Europe

Allianz Global Assistance, with its U.S. headquarters in Richmond, Virginia that is home to 1,000 employees, has a network of 33 offices in 28 countries that span every continent – with the worldwide resources to help your customers anywhere, anytime. While our partners enjoy all the benefits of working with a global company, you'll never feel like you're talking to a huge conglomerate. We believe in relationships. We understand that they start at the local level and know that trust is built – not between companies, but between people. It's the key to our long-lasting client relationships.

We're here to help.

Let's get started.

"How can we help?" More than a tagline, this is our approach to every interaction with our partners and customers, no matter where they are in the world. Whatever the situation, Allianz Global Assistance is on your team and at your customers' sides 365 days a year. Simply pick up the phone. We're right here, ready to help you grow your business. Let's get started!

Testimonials

"Race fans invest a lot of money to attend our events. (Event Ticket Protector) just adds a little bit of peace of mind to their investment, to give them an overall great experience."

— Lenny Santiago,
Manager of Investor and Corporate Communications
International Speedway Corporation

"Delta.com customers have found significant value and convenience with the ability to purchase trip cancellation/interruption insurance while making flight reservations. We are very pleased with the benefits we have received as a result of [AGA's] Fuzion platform."

— Bob Kupbens, Vice President, eCommerce, Delta Air Lines

"Some 20 years ago, AAA selected [AGA] as our exclusive preferred provider of travel insurance and emergency assistance services for AAA clubs and members. We continue to find that [AGA] is able to offer our members the level of service we demand at prices consistent with that level of quality. Their strong business ethics, high operational standards and reliability continue to place them head and shoulders above their competitors."

— Bill Hardy, Director, Insurance Services, AAA

"Demand for ticket insurance has outperformed company expectations."

— Mark Hodes, SVP, Customer Marketing of TicketsNow.com