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Allianz General revamps its panel of authorised repairers

Kuala Lumpur, 10 October 2022 – Allianz General Insurance Company (Malaysia) Berhad (Allianz General) is seeking PIAM Approved Repairers Scheme (PARS) workshops nationwide via open tender to join its panel of Allianz Authorised Repairers for the year 2023 and 2024.

Invitations will be sent out to all PARS workshops nationwide on 11 October 2022. Interested PARS workshops are required to submit the application before or on 17 October 2022.

The Allianz Authorised Repairers are an integral part of Allianz General’s Allianz Road Rangers 24-hour accident service, which has served over 330,000 customers since its launch in 2017 to August 2022. Allianz General previously revamped its panel workshops in 2020 and went on to engage 195 PARS workshops through an open tender process.

Allianz General Chief of Claims, Damian Williams said: “This exercise is about embracing the competitive and competent culture and reaffirming our commitment to delivering the best value-added services to our customers. So, we are looking for PARS-certified repairers that match our service expectations and can provide Accident and Roadside Assistance services and other value-added services to our customers.”

“Panel repairers play such an important role in our day-to-day operations but manoeuvring in the post-pandemic environment is challenging with workshops facing shortages of skilled labour, increase in labour cost and part prices. So we have taken all these into consideration in the current tender application exercise,” added Damian.

In addition to the revamp of panel repairers, Allianz General has also enhanced the SOPs to support and ensure panel repairers can stay profitable and remain resilient.

Amongst others, the Company is introducing upfront payments for all repairs. Fifty percent of the total approved sum will be paid upon approval (includes initial approval and approval of supplementary reports, etc), followed by 25 percent paid (includes supplementary approval) and upon the Repairer’s update of repair progress at 50 percent, with the final 25 percent paid on the same day once relevant documentation is submitted.



“Our aim with the open tender exercise is to ensure PARS workshops a fair and transparent selection process and to provide equal opportunity for them to work and grow with us. At the same time, we want to provide reassurance and support workshops during these tough times by alleviating financial constraints with the introduction of upfront payments, which we hope will be a big help to them,” said Damian.

Allianz Road Ranger is a 24-hour accident service offered to all Allianz Motor Comprehensive policyholders to ensure that customers experience an easy, seamless journey when making an accident claim. The service includes a 24-Hours Helpline Assistance; the Allianz Road Ranger fleet (First Response Bike Brigade and Allianz Tow Truck); Claims Concierge Service; e-hailing Voucher; Claims Express Approval; and Vehicle Delivery.

**Terms and conditions apply.*

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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. The GWP for general insurance business for financial year 2021 reached a mark of RM2.43 billion. Allianz Life offers a comprehensive range of life and health insurance and investment-linked products and for the financial year 2021, Allianz Life recorded a GWP of RM3.26 billion and is one of the fastest growing life insurers in Malaysia. Allianz Malaysia has 32 branches nationwide. In 2021, Allianz Malaysia won The Edge Billion Ringgit Club (BRC) Financial Services (below RM10 billion market capitalisation) award for the highest growth in profit after tax (PBT) over three years. The Company also bagged the Malaysia International Business Awards 2021 (Life Insurance category) and three awards at the Global Banking & Finance Awards: Insurance Brand of the Year Malaysia 2021; Best General Insurance Product Malaysia 2021; and Best Insurance Social Media Engagement Malaysia 2021. In 2020, Allianz Malaysia was awarded the Industry Excellence Award for financial services at the MSWG-ASEAN Corporate Governance Awards. The Company also ranked seventh amongst the Top 100 Companies for Overall Corporate Governance and Performance (by Rank) and 16th amongst the Top 100 Companies for Corporate Governance Disclosure (by Rank).

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

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About Allianz

The Allianz Group is one of the world's leading insurers and asset managers with more than 126 million* private and corporate customers in more than 70 countries. Allianz customers benefit from a broad range of personal and corporate insurance



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services, ranging from property, life and health insurance to assistance services to credit insurance and global business insurance. Allianz is one of the world's largest investors, managing around 809 billion euros on behalf of its insurance customers. Furthermore, our asset managers PIMCO and Allianz Global Investors manage nearly 2.0 trillion euros of third-party assets. Thanks to our systematic integration of ecological and social criteria in our business processes and investment decisions, we are amongst the leaders in the insurance industry in the Dow Jones Sustainability Index. In 2021, over 155,000 employees achieved total revenues of 148.5 billion euros and an operating profit of 13.4 billion euros for the group.

**Including non-consolidated entities with Allianz customers.*



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