

Allianz  **Partners**

Welcome to Allianz Partners

We secure your future.

MedOil Services GmbH, Düsseldorf
Mr. Ibrahim A. Abubrida

Thibaut Liminski
September, 2023



The Allianz Partners' Advantage

THE ALLIANZ PARTNERS ADVANTAGE

Full access to our infrastructure

– full use of our expertise.

- ✓ Invoice Audit
- ✓ Cost negotiation
- ✓ Fraud prevention
- ✓ Detailed monthly report
- ✓ Full access to Allianz discounts in clinics
- ✓ Freely selectable TOB
- ✓ Transparent payment processing

→ significant cost savings

- ✓ Best customer experience through MyHealth app
- ✓ Easy digital login and logout of members
- ✓ Free access to 1.3 mn clinics worldwide
- ✓ 24/7 international and Libyan hotline
- ✓ Worldwide emergency evacuation

→ high customer satisfaction

Allianz  Partners

Worldwide expertise

global reach | local touch

Best-in-class experiences

personal approach | powerful moments

Reliable delivery

dependable expertise | unexpected ease

Shaping the future

holistic meets digital | insight-driven

Worldwide expertise



Proven industry leader

Trusted global insurance brand

Financially strong insurer:

A+ AM Best rating

Sustainable insurer

certified gender equality employer



Extensive global network

A growing network of trusted providers worldwide

Widely available direct settlement with handy provider finder included within member digital services

On-staff medical professionals



Scalable offering

One stop shop for health, life, disability, health services, TPA

Worldwide network of offices and branches combined with a network of off-shore partners

Locally compliant plans

#1

* Interbrand, Best Global Brands 2021 & Global 500 2022 (Allianz SE)

1.3M

providers with direct settlement

75+

Markets of operation

Proven
Industry leader

PROVEN INDUSTRY LEADER

Allianz at a glance



122+ mn

Customers¹



70+

Countries served



159,000+

Employees²



€153 bn

Total revenues



€14.2 bn

Operating profit



#1

Insurance brand in
the world³

Allianz reports record
operating profits for
2022

Financially strong to
ensure customer's
peace of mind

As of 31st December 2022

¹ Including non-consolidated entities with Allianz customers.

² Employees in core and non-core businesses of Allianz Group.

³ According to Interbrand. of March 4, 2022 (release of the 2021 Report)

Extensive global network

EXTENSIVE GLOBAL NETWORK

Global network, local care



Allianz  Partners

Direct billing with:

1.3 mn providers

759,000 doctors

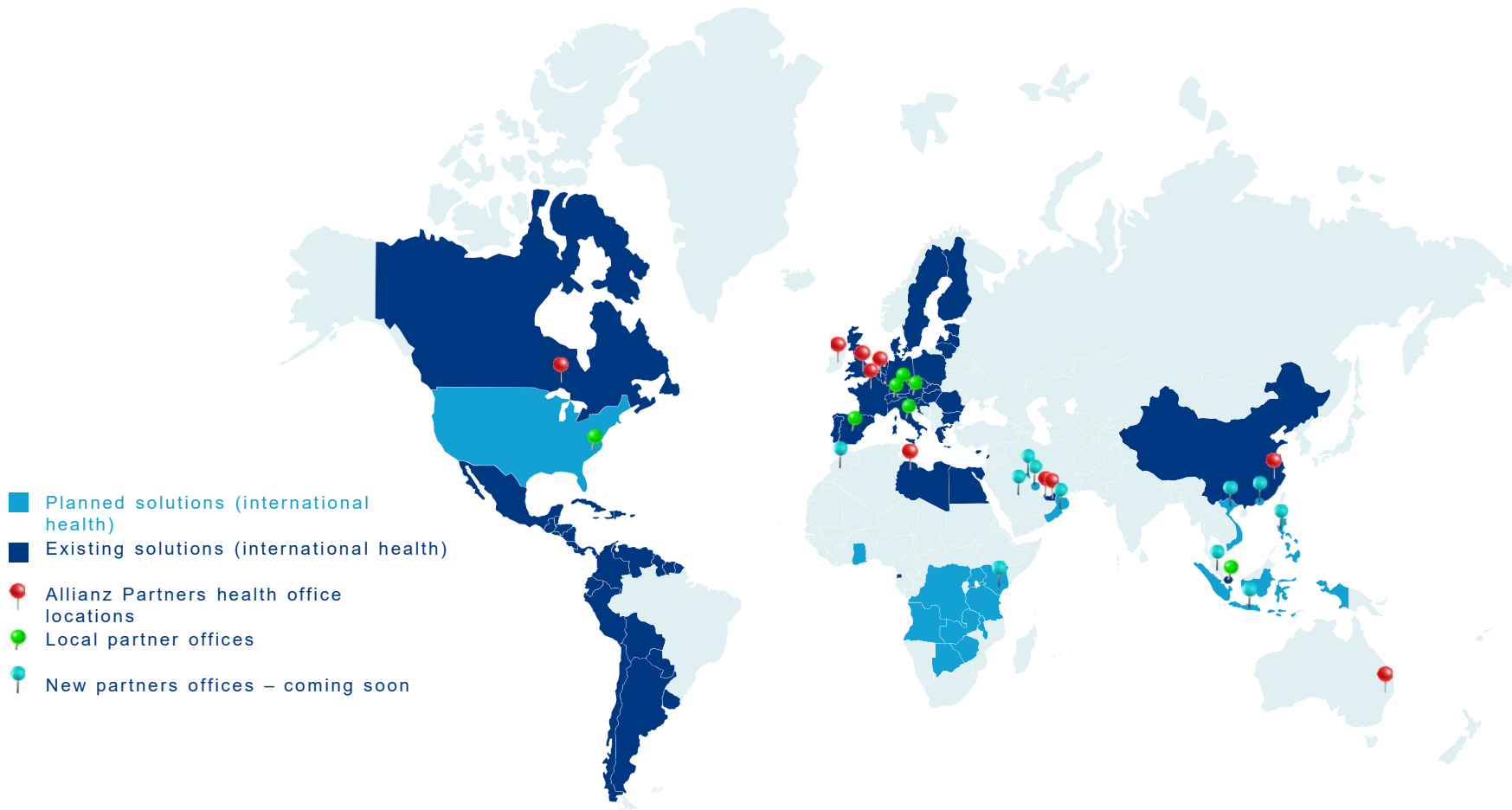
23,000 hospitals

67,700 pharmacies

across **195** countries

For most of our products, there are no network restriction, to allow for flexibility and quality of care.

Global footprint with local expertise



Libyan footprint, local network

Local office with local support

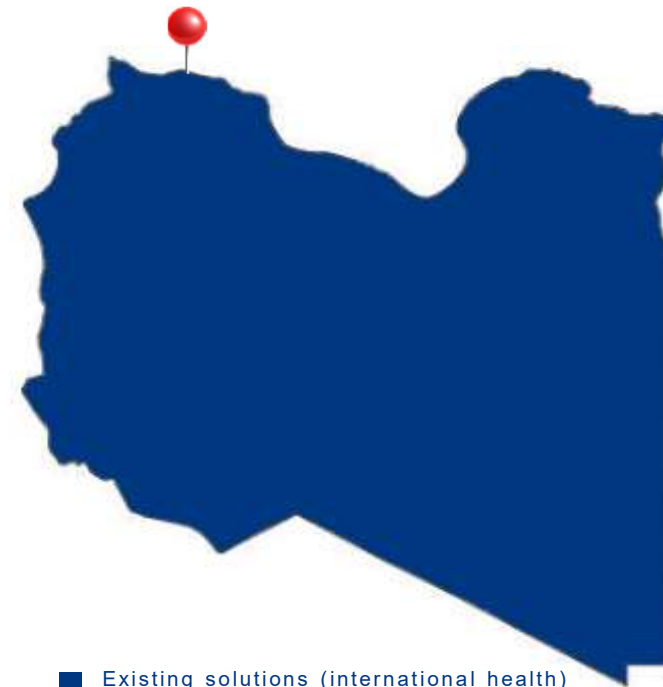
100+ growing provider network



24/7 helpline

Arabic speaking personal

Libyan phone number

- + 60 providers in Tunisia
- + 20 providers in Egypt
- + 200 providers in Turkey
- + 25 providers in Jordan



-  Existing solutions (international health)
-  Allianz Partners health office locations

Best-in-class service

Best-in-class experiences



Best-in-class service

Award-winning, multilingual customer service available 24/7

Best-in-class service levels, monitored daily and transparent reporting

Easy to use digital services for members and partners, evolving through Agile methodology



Relevant care

Our simplified product portfolio has relevant, easy-to-understand benefits detailed in plain language

2nd medical opinion, chronic conditions coverage, inclusions for pre-existing medical conditions and oncology case manager are included for better health outcomes



Customer-driven solutions

With programmes like Voice of Customer, surveys and independent 5 stars rating we constantly gather feedback to get an understanding from real members of what they want

We turn those insights into action creating real solutions for patients evolving needs

4,7★

Apple app store rating
Allianz MyHealth



Service levels

Helpline

- 24/7, 365 days in 6 languages
- Access to 24/7 interpreter service in 200 additional languages
- Toll free numbers available²
- 81% calls answered in 20 sec or less

Medical claim support

- Monday to Friday, 9-5pm CET
- 95% of claims processed within 5 days³



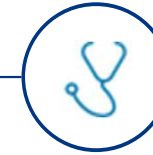
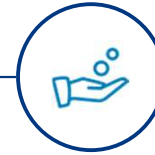
Account management¹

- Your single point of contact to Allianz liaising with the rest of the team
- Yearly account planning & monthly review
- 2 wd¹ av. response time



Policy management

- Membership lists: additions, deletions, amendments
- 90% of email response in 24h or less



Medical team

- Available 24/7, 365 days
- Pre-authorisation of treatment and direct settlement, evacuation and repatriation
- 95% of guarantee of payment confirmed in 72h or less

¹For Large accounts, wd = working days




²Algeria, Argentina, Belgium, Brazil, Canada, China, Colombia, France, Germany, Hong Kong, Italy, Latvia, Luxembourg, Mexico, Panama, Peru, Qatar, Russia, Singapore, Switzerland, The Netherlands, Ukraine and USA

³ fully completed and received in one of our 6 core languages

Relevant care

Our solutions, target segments & partners







Solutions

 International health	 Short-term health	 Life & disability
 Critical Illness	 Health Services	 Administrative Services
 Affinity, Facility & Partnership	 Insurance Reinsurance	

Segments

 Individual & families	 Small groups
 Mid-large corporates	 IGO
 NGO	 Governments

Partners

 Intermediaries	 Other Allianz entities
 Medical Providers	 Fronting Partners
 MGUs & Administrators	 Insurer & Bank insurers



International health solutions



Emergency rapid response



Chronic conditions cover



Second medical opinion



Personal Oncology Case Manager



Emergency rapid response

We offer **rapid response** medical evacuations and repatriations, even from remote locations.

From multiple air ambulance partners, we can select the best provider in terms of proximity and patient's medical needs.



Emergency call

24/7 in-house
Evacuation
Team is activated



Identification

of the nearest
appropriate medical
centre based on
patient condition



Selection

of the most suitable
transport - air/ground/
medical escort



Live updates

to the family at key
stages of
the evacuation
process



Hospital admission

of the patient at the
receiving hospital.



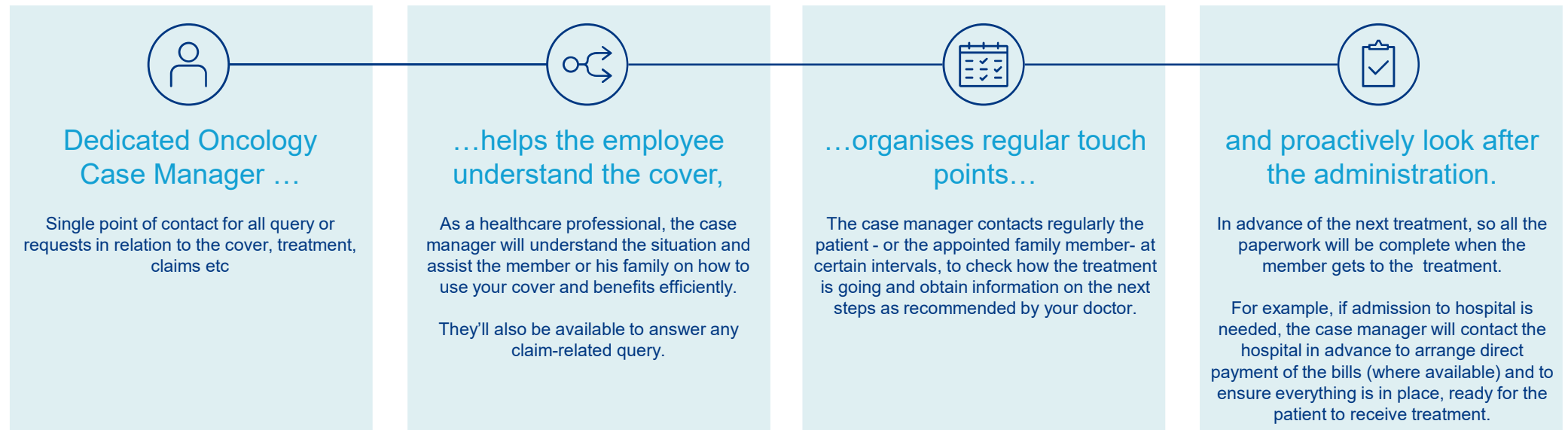
Continuous monitoring

until the patient
is discharged

Oncology support services

Personalised additional support and guidance when your employees need it most.

We appoint a dedicated case manager - a healthcare professional from our own Medical Team - as a dedicated point of contact to help and assist the member or a family member through their treatment and reduce the administration burden.



Global health services

Embedded within International Health plans

Available as standalone services

Health & Wellness

- Digital check-up
- Mental wellbeing – Employee Assistance Programme (EAP)
- Monthly webinars delivered by experts
- Wellbeing coaching apps: Allianz Healthsteps and Wysa (from 01/08/2022)
- Health guides and quiz
- BMI Calculator

- Olive+ (modular): on-site/online screening, bespoke wellness talk and seminar, data analytics (reporting), bespoke team step challenge

Access to care

- Telehealth hub with teleconsultation and medical advice]
- Provider finder
- Symptom checker
- Second medical opinion
- Oncology case management

- Digital health assistant Emma (available in major markets in APAC, Europe and MEA)
- Bespoke symptom checker, doctor chat and medical hotline/ teleconsultation in selected countries

Assistance away from home

- Travel security services
- Expat hub
- Know before you go series
- Health Assistant (incl within MyHealth)
 - Pharmacy aid
 - Medical Term Translator
 - Local emergency services





Administrative services (TPA)



Our services include:

- Support of IPMI products
- Efficient claims handling and settlement
- Robust cost containment processes & discount negotiations
- Fraud expertise & investigations
- In-house medical expertise
- Growing network of 1.3M+ providers worldwide
- Multilingual customer services available 24/7

In-depth Insights mining

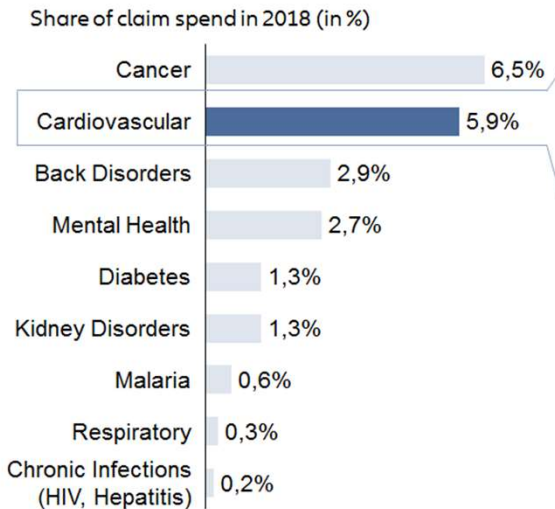
Data driven analytics and reporting

Health status

3 ZOOM BY CONDITION: CARDIOVASCULAR DISEASES

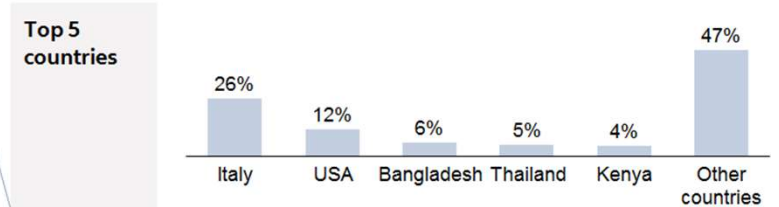
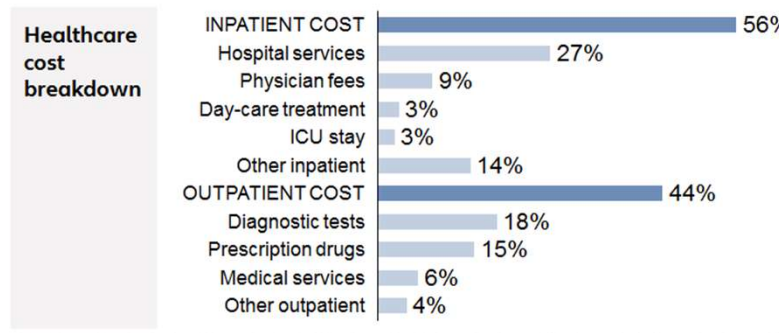


Overview of top chronic conditions



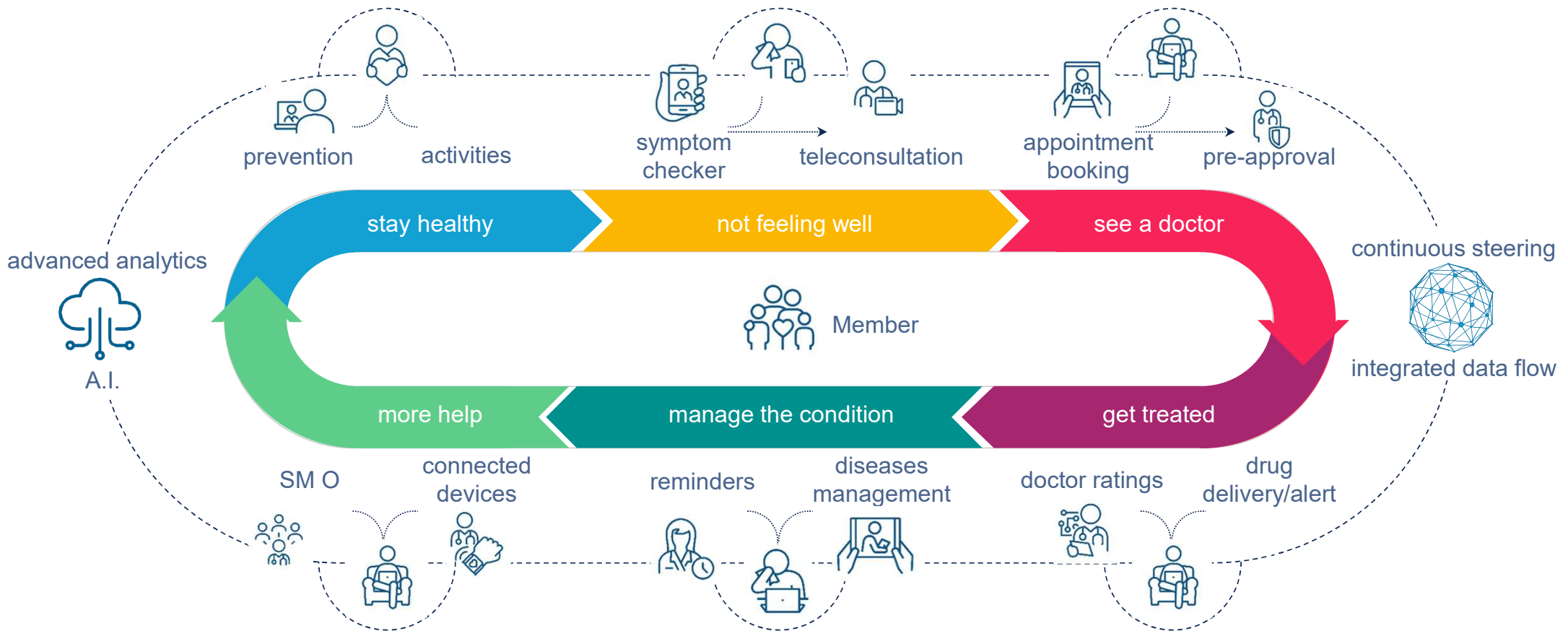
of claiming lives: 1.3k
Prevalence: 4.8%

Focus on cardiovascular diseases



Digital access to care

Digital health services ecosystem



Reliable delivery



Dedicated plan for your organisation

Dedicated account management teams for your organisation backed by expert teams, to deliver personalised support, seamless on-boarding and implementation

Employer digital services for easy management of employee membership lists and reports



Cost containment solutions

Long standing experience of delivering robust, proactive cost containment measures and fraud detection

Transparent reporting and recommendations based on your scheme's claims profile



Safeguarding your data

The highest standards of data security and privacy delivered consistently across all geographies

Certified IT security management and robust business continuity plan



Building long-term partnerships



Controlling cost on a global scale



TISAX level 3
IT security accreditation

Dedicated plan for your organisation

DEDICATED PLAN FOR YOUR ORGANISATION

Our approach to account management

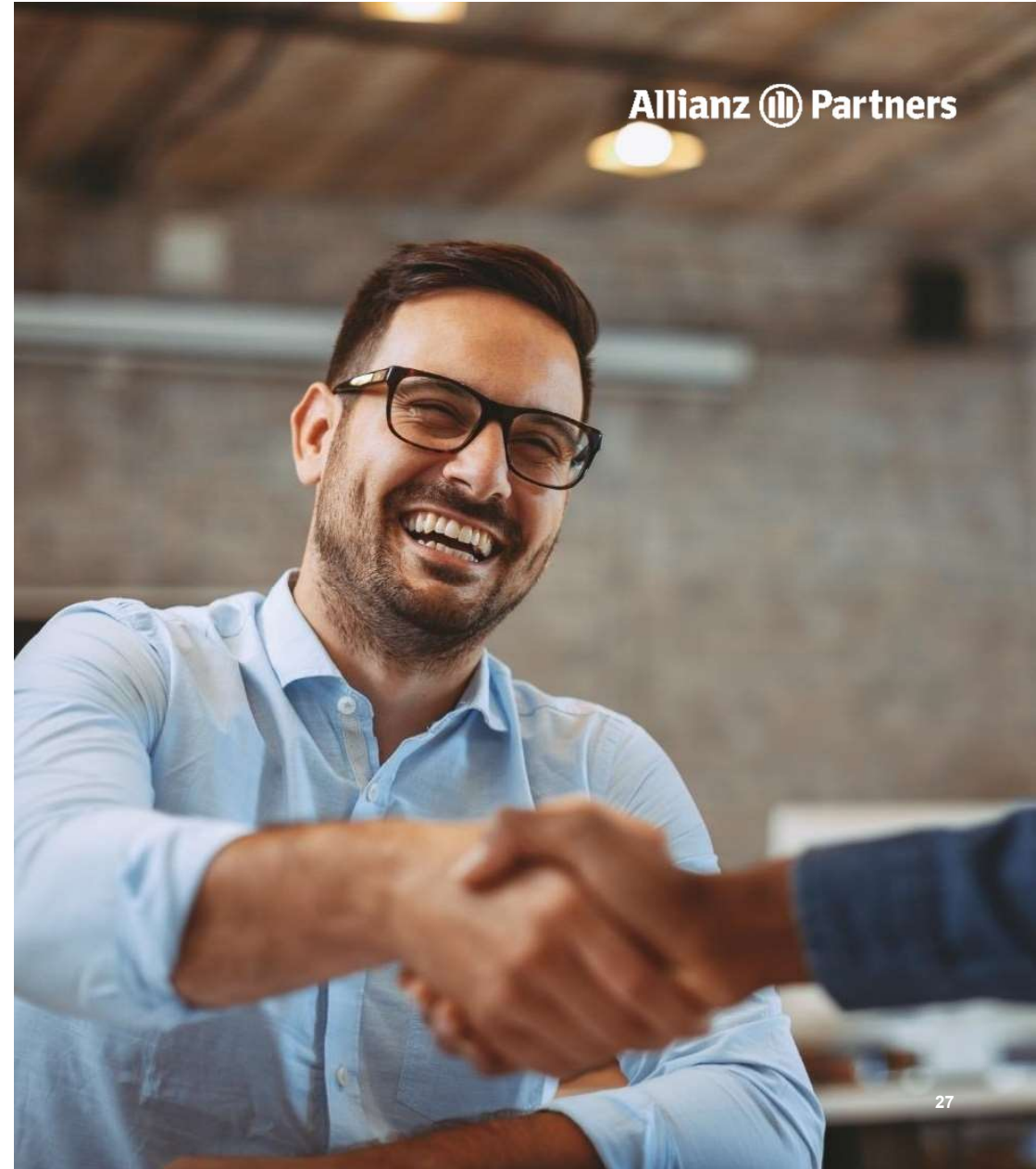
We like to build long-term successful partnerships.

Our relationship team is based on the specific needs of your organisation.

For Med Oil Libya we are proposing an international Account Management team made up of professionals based around the world.

Mr. Liminski will be your Key Account Manager bringing with him the experience of previous partnership with major Libyan clients. He will be your main point of contact and will look after you at implementation, during the year (assisting you with your day-to-day queries and for escalations) and at renewal – to ensure that everything runs smoothly.

Allianz  Partners



Meet the team

Your dedicated onboarding team



Thibaut Liminski | Sales Manager – Your key account manager

Thibaut joined Allianz in 2005.
He is German native, speaks German, French and English.
Thibaut is responsible for major clients on the North African market .
thibaut.liminski@allianz.com



Dominic Breitbach | Sales Manager – Your client relationship manager

Dominic joined Allianz Partners in 2011.
A German native, Dominic speaks German and English.
He is responsible for client relationship management and supports major clients from North Africa.
dominic.breitbach@allianz.de

Key contacts in the support teams



Eamonn O'Flynn | Head of Operations

Eamonn joined Allianz Partners in 2009.
He is Irish native and the Head of Operations. He is responsible for the Claims, Medical Services, Provider Management and Client Services teams within Allianz Partners Health.
[LinkedIn profile](#)



Dr Ulrike Sucher | Chief Medical Officer

Dr Sucher joined Allianz Partners Health in 2003.
She is Austrian native and speak fluent English and Spanish.
Dr Sucher is the Medical Director managing the Medical Services Team. She will manage Guarantees of Payment, reviews high claims cases, organises evacuations and manages the worldwide provider network for our customers. She will also oversee the smooth transition of ongoing cases from your previous administrator.
[LinkedIn profile](#)



Alyson Duggan | Senior Operations Solutions Manager

Alyson joined Allianz Partners Health in 2005.
She is Irish native and manages the Claims Team.
Alyson has a specialist knowledge and expertise of intergovernmental organisations' benefit plan administration as well as unrivalled experience in the strategic management and implementation of clients operating in this market. She also ensures a claims processing time of 48 hours for fully completed Claim Forms received and manages the transition from previous insurer.
[LinkedIn profile](#)



Alexander Bender | Head of Client Relationship Management

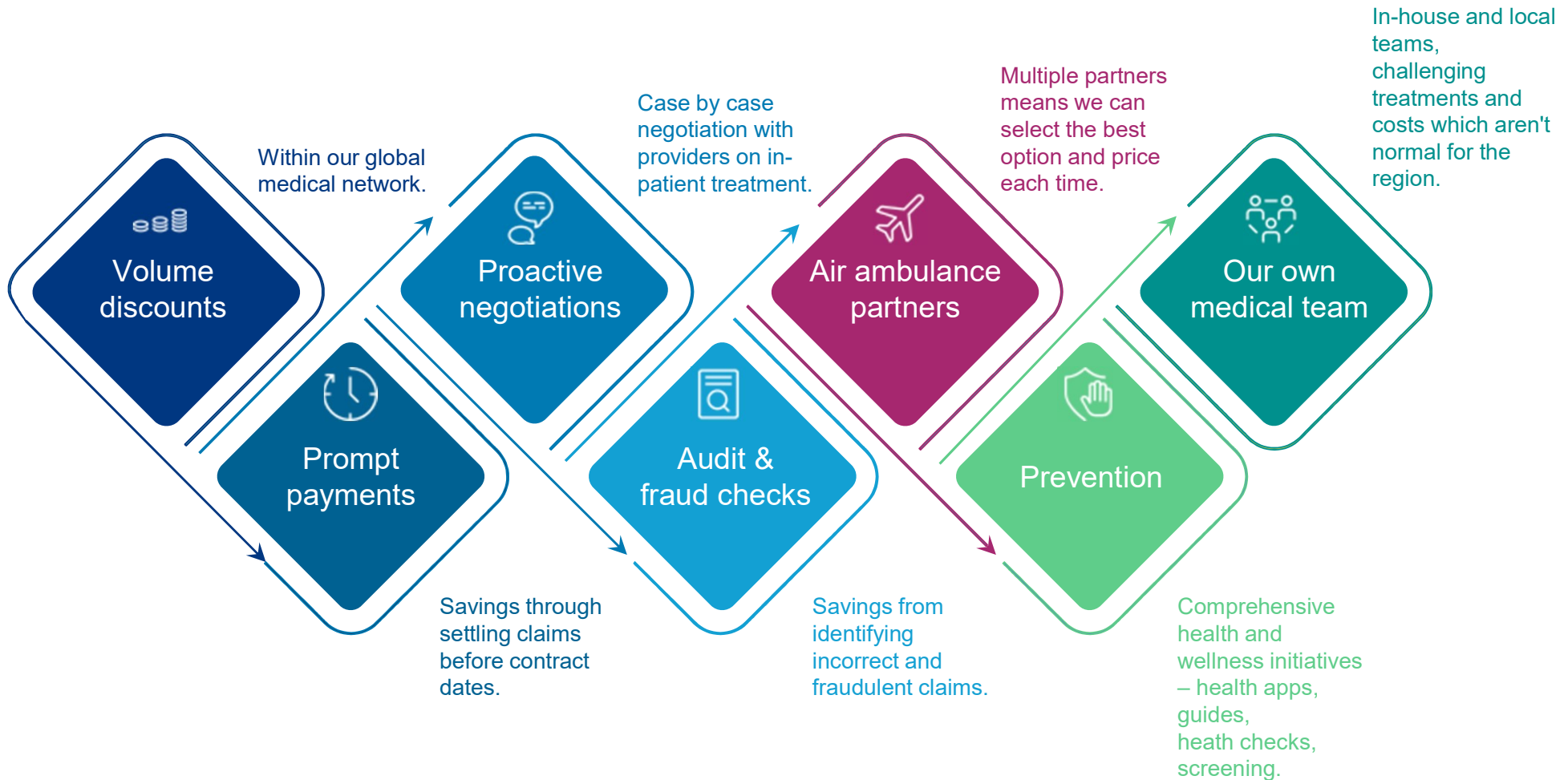
Alexander joined Allianz Partners Health in 2005.
He is a German native with fluent English managing the Client Relationship team and overseeing closely the management of our key accounts. Alexander is a member of the Executive Committee at Allianz Partners Health.
[LinkedIn profile](#)

Transparency & collaboration



Cost containment solutions

Driving savings on your behalf



We look forward to
working together!

