

Allianz  Partners

THE  
ALLIANZ  
PARTNERS  
ADVANTAGE



Overseas Student Health Cover  
Overseas Visitor Health Cover

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Our ever-changing digital world requires a new way of thinking—expect more from your insurance partner.

# PARTNER WITH THE GLOBAL SPECIALISTS IN INTERNATIONAL HEALTH.

## WHO WE ARE

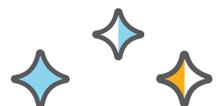
Allianz Partners is the world's leading specialists and experts in the creation and delivery of unique solutions that combine service, insurance and technology.

We specialise in global assistance, international health, automotive and travel insurance under our globally respected commercial brand, Allianz Global Assistance.

## WHAT WE DO FOR YOU

Just like you, we want to give your international students and visitors the support they need to have a positive and healthy experience while in Australia.

We'll work alongside you to make that happen, with market-leading Overseas Student Health Cover (OSHC) and Overseas Visitor Health Cover (OVHC) and value-added solutions to enhance your customers' experiences and help you meet your objectives.



World-class capabilities  
coming together for  
unparalleled customer  
experiences and strategic  
business partnerships.



GLOBAL LEADER 1-4



SPECIALISTS IN INTERNATIONAL HEALTH 5-8

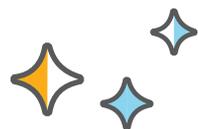


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GLOBAL LEADER

Does your insurance partner have a strategic presence around the world to better serve you and your clients?



We help over **1.1 million** Australians every year.

Over **3,000** people per day

Someone every **30 seconds**

Over **1,000 partners** trust us to help them grow

And care for their customers.



We're Allianz Partners, a part of the Allianz Group. With a presence in 66 countries, we are one of the world's largest assistance companies.

### GLOBAL FOOTPRINT

We're over 17,600 employees strong, can communicate in 70 languages, and have a world-wide network of nearly 70,000 pre-screened medical facilities—all to give your customers the best care, anywhere their journeys take them.

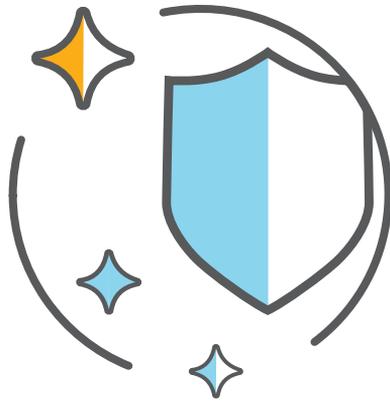
### SCOPE OF PARTNERSHIPS

From land, sea or air travel, to event organizers and universities, no other company in our industry has as many high-profile, international brands that trust us with their customers. So you know you're in good company.

### TRUSTED BY MILLIONS

Every year, over 200 million people around the world choose us to protect the things most important to them. We are the trusted market leader.





# SPECIALISTS IN INTERNATIONAL HEALTH

Does your insurance partner deliver an exceptional service and provide a best-in-market experience?



## In 2018:

We managed over **300,000 OSHC memberships**

We processed over **650,000 OSHC claims**

- Delivering best-in-class international health services to students and visitors since 1999
- International health partner to over 2,000 education agents
- Preferred provider to many of Australia's universities and large pathway providers
- Direct billing medical provider network of over 900 medical practitioners



We give your customers and students the peace of mind they need to make the most of their experience in Australia.

### ASSISTANCE EXPERTS

With Allianz Global Assistance OSHC and OVHC, you'll enjoy the certainty that your international customers and students are looked after with the right level of health insurance.

### STUDENT SUPPORT

Your students will be supported by our dedicated teams, with face-to-face support locations, on-campus customer service representatives and a 24/7 helpline. Students can easily connect with our high quality support network with specialist teams in claims and member service, to respond to their enquiries.

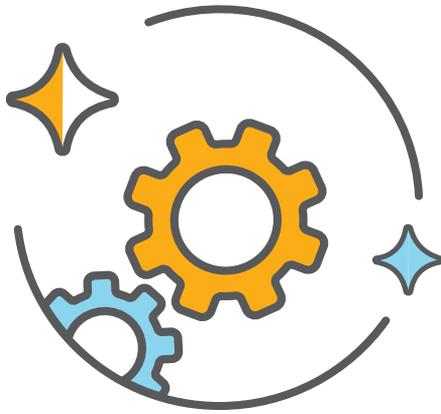
### INSTITUTION AND AGENT SUPPORT

It's important everyone is on the same page when it comes to your customer's OSHC or OVHC. Your account manager will run a comprehensive training session for your team, tailored to your business needs. Throughout the year, our partner support team is available to help you and your team with any policy enquiry or change.

### SIMPLE ADMINISTRATION

We are constantly improving the use and capability of our online platforms. Through our portal, you can download certificates of insurance, edit policies, refund a policy, plus much more. Our systems are designed to be as user-friendly as possible, saving you time and supporting your customers efficiently.





INNOVATIVE  
PRODUCTS  
& SERVICES

Does your insurance partner provide you with a full product and service suite to fit the health insurance needs of your customers?





Our product and service innovations ensure you and your customers are looked after with value-added services.

### **ALLIANZ GLOBAL ASSISTANCE (OSHC)**

Our OSHC satisfies all visa requirements, and helps students pay for services to look after their health in Australia. Our value added benefits ensure your students are safe and healthy in Australia, so they can focus on their studies.

### **ALLIANZ GLOBAL ASSISTANCE (OVHC)**

For overseas workers and visitors, we provide OVHC that meets current Australian visa requirements. Our product range is broad, allowing your customer to select cover based on their needs and budget.

### **PARTNERED ALLIANZ GLOBAL EDUCATION (PAGE)**

Partnered Allianz Global Education (PAGE) is a unique Allianz Partners platform, providing partnered agents with the ability to connect students with Allianz-approved service providers.

PAGE gives agents the ability to connect students with relocation services such as:

- Accommodation
- Banking
- Telecommunications
- Airport transfer
- Safety and support
- Health Insurance

PAGE helps agents add value to their student database, saves time and provides agents with the opportunity to earn additional commission.



# ADDITIONAL BENEFITS

## ONLINE INTERNATIONAL HEALTH HUB

Our custom International Health hub allows you and your customers access to everything there is to know about our OSHC and OVHC products.

You and your customers can:

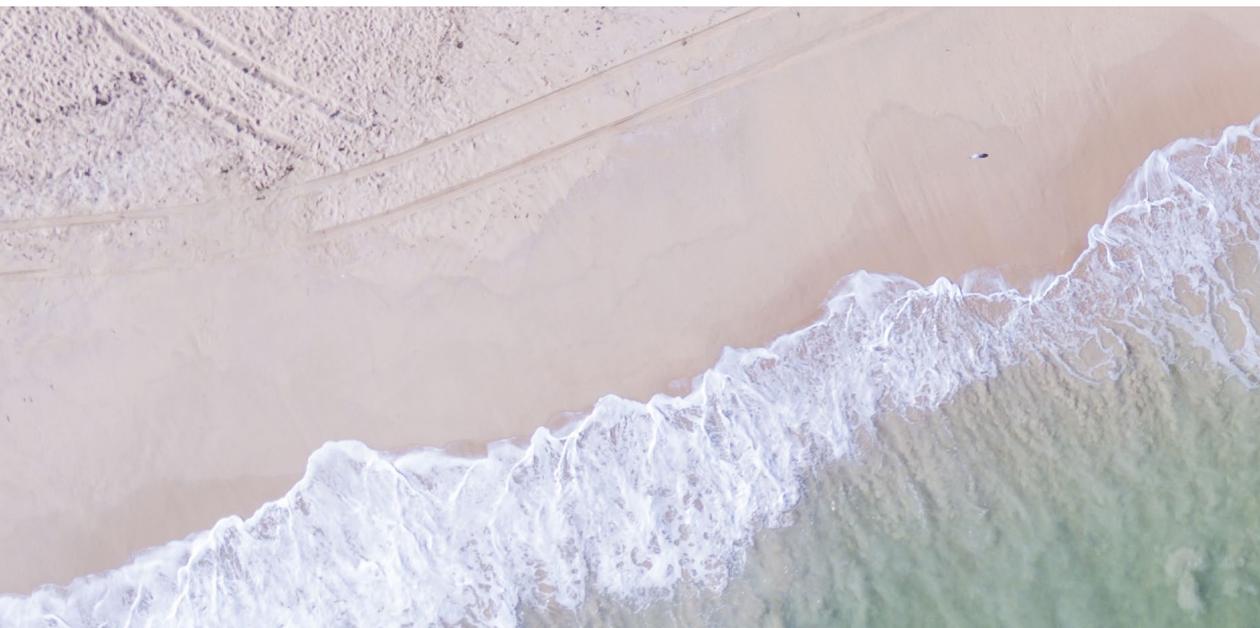
- Find a Doctor nearby with the option to search by doctor's gender, language, and location
- Get a health cover quote in real time and purchase immediately
- Access our Living In Australia blog with useful tips and guidelines on Australia
- Access our website in multiple languages including Chinese, Hindi, Japanese, Korean, Indonesian, Arabic, Thai, Spanish, Vietnamese and Malay

For more information visit:

[www.allianzassistancehealth.com.au](http://www.allianzassistancehealth.com.au)

## MY OSHC ASSISTANT APP

Using our custom My OSHC Assistant App, students can access their e-membership card, to visit a direct billing Doctor. Additionally, via the app students can find a doctor, contact our dedicated Member Services team, access the 24-hour Helpline or make a claim—at any time of the day, no matter where they are.



# PARTNERSHIPS THAT CATER FOR YOUR CUSTOMERS

## SPEAK TO A DOCTOR ANYTIME, ANYWHERE

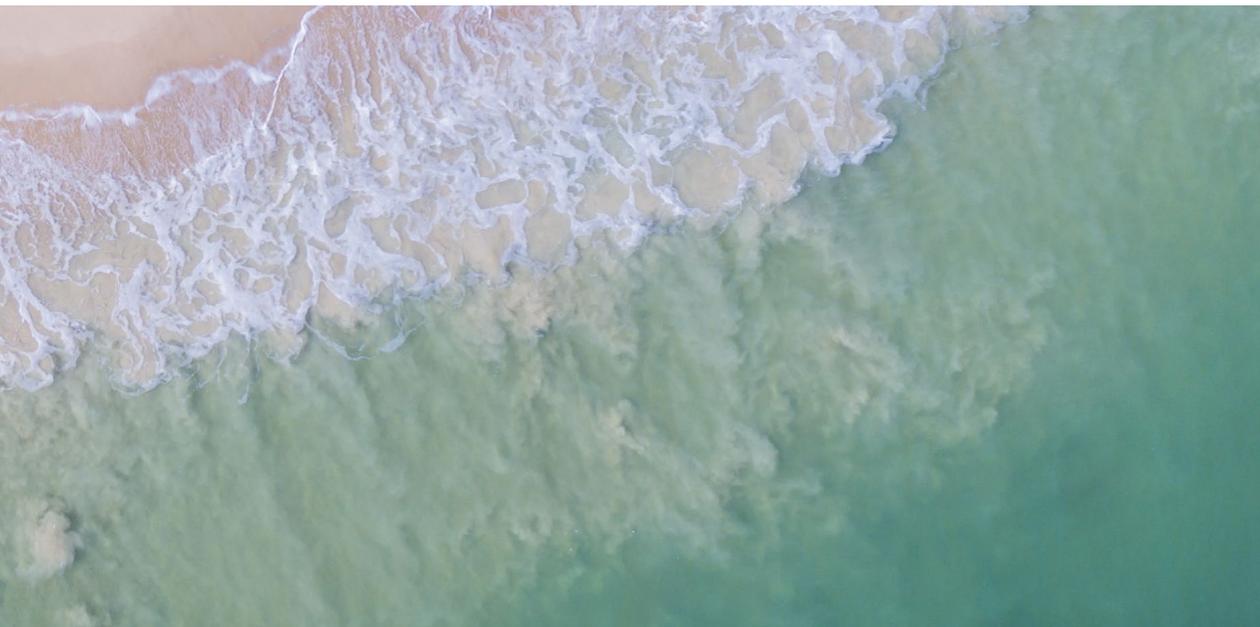
We make health care access easy. Customers can speak to a Doctor via phone or video call at no extra cost using the Allianz Global Assistance partnered Doctor telehealth service.

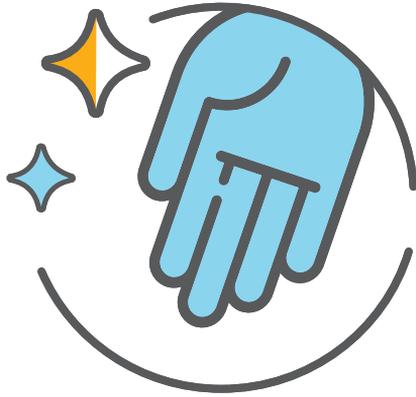
What this means for your customers:

- No out of pocket expenses or additional costs
- See a qualified Doctor 24/7 without leaving home
- Prescriptions delivered immediately to local pharmacy
- Quick access to medical certificates
- Multi-lingual Doctors available

This service is exclusive to Allianz Global Assistance OSHC and select OVHC members (excludes Budget Working and Budget Visitors cover). Customers do not need to lodge a claim after use.

Additionally, we partner with a range of after hours home Doctor services, to make sure your customers always have someone to turn to.





WE ARE HERE  
TO HELP

Is your insurance partner responsive with dedicated touchpoints to manage your business and customer needs?





You can depend on us to be agile, flexible, and responsive to your growing business needs.

### DEDICATED SUPPORT TEAM

To ensure quality and accountability, one account manager—with the support of a national team—will be on hand to help you. You'll always know who can get things accomplished for you.

### DRIVEN TO HELP

We ensure you and your customers are treated like family—delivering high-quality, self-service options and high-touch personal interactions for optimal customer solutions.



# PURPOSE DRIVEN PARTNERSHIPS

## FOR YOUR CUSTOMERS

All day, every day, we strive to be amongst the world's most caring, responsive, and customer-focused companies—especially in the specialty insurance and assistance industry. By continuing our long tradition of helping people anytime, anywhere, we continually innovate throughout the customer journey—improving the customer experience so they can make the most of the adventures you provide.

## FOR YOUR BUSINESS

For years we've developed mutually-beneficial relationships that have proven to be quite lucrative for our partners by selling market-tested products that people want on a best-in-class optimisation platform—generating higher take rates and greater volume than competitors.

## PARTNER WITH US TODAY

If you would like to know more, or to partner with us please contact [partnersolutions@allianz-assistance.com.au](mailto:partnersolutions@allianz-assistance.com.au)

# Allianz Partners

## Allianz Partners

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**Last update as of January 2019. Information is correct at time of printing. For latest information visit:**  
[www.allianzassistancehealth.com.au](http://www.allianzassistancehealth.com.au)