

## Q&A



It's an exciting new chapter in our journey as we bring the world's #1 insurance brand\* to the UK Personal Lines broker market. Find out what it means for some of our Broker team?

### What does being part of Allianz mean for brokers?



"Being part of the largest finance and asset management insurance brand in the world should give real confidence to brokers that you're in safe hands."

#### **Michael Lawrence**

Distribution and Underwriting Director



"It means our brokers are going to have access to our personal operations team, that have market leading net promoter scores and one contact resolution."

#### **Tracy Sawyer**

Head of Personal Operations

### What does being part of Allianz mean for you?



"For me, it means continuing to do what we've always done well, but bringing in the added strength of the group behind us with that technical expertise, the knowledge, strength and support of us as individuals to do our best."

#### **Darren Prior**

Head of Regional and Specialist Broker

### How do we continue to have a strong relationship with our brokers?



"The added strength that we're now able to bring is being part of a wider group where we have a much wider product set and more joined up approach. I think that as we move into this wider Allianz world, the breadth of products and the other services that we can continue to offer brokers means that those relationships just go from strength to strength."

#### **Victoria Price**

Head of Strategic Accounts

### What are you most excited about for the future?



"I'm most excited about supporting some of our Allianz partnerships, being the worldwide insurance partner for the Olympic and Paralympic movements and also our UK partnership, with Barnardo's."

**Anna Cole**  
Marketing Director

### What does personal best mean for our Brokers?



"It starts with being technically excellent. All our people need to be really good at their jobs and we need to make sure we've got the best tools and the best capabilities to deliver really good, simple products for our brokers and their customers. That's really what brokers recommend us for doing."

**Michael Lawrence**  
Distribution and Underwriting Director

### What really matters to our brokers and their customers?



"What really matters to our brokers is that we continue to engage with them and understand their business, but we also bring the added strength that Allianz provides in terms of support and technical knowledge to help them and their business. Of course, their business is ultimately about customers. So, at the moment of claim, the moment of truth for insurance, we're there to deliver and look after them."

**Darren Prior**  
Head of Regional and Specialist Broker



"Being part of Allianz means a fair and inclusive workplace, somewhere we can make a positive difference and create a better future for all."

**Nicola George**  
Managing Director