

Video-Statement

CEO Allianz Automotive and Member of the Board of Allianz Partners

Dr. Claudius Leibfritz

at the **8th Allianz Motor Day Digital Live**

on **September 22, 2020**

Hello everyone, and welcome also from my side to our first digital Allianz Motor Day.

Allianz Automotive is one of the leading providers of insurance and service solutions for the automotive and mobility industry. As CASE – Connected, Autonomous, Shared and Electric – has become the new normal, we observe that connectivity is currently the most advanced topic amongst the CASE trends. We see great opportunities and added value for our partners and customers to use and benefit from the data coming from connected cars.

Now, what are the **business implications of connected car ecosystems and telematics solutions?**

The car is becoming more and more like a mobile phone and in the long term, car insurance products will be a lot smarter thanks to data. Customers demand not only data-driven pricing, but holistic data-driven solutions. The simplification and improvement of the overall customer experience is as important to us as the assessment of individual risk based on vehicle and driving behavior data. In the end, we want to offer more tailored products and services and deliver “peace-of-mind” to the customers.

So what are the concrete **advantages for customers?**

Already today, thanks to data, we are providing targeted support to customers in the event of a car accident. For instance through automated ambulance and police notification or digital damage recording. Data-driven pricing is another advantage. By

offering individualized premiums, we are letting the customer only pay for what he or she actually needs and uses.

Let me share with you some **concrete examples**:

Since last year we have been working with BMW in the Netherlands to offer a Pay-as-You drive product that uses car data. More than half of the customers have already chosen the product. This represents an important step for us to further develop our telematics product offerings in new markets and with OEM partners in the future.

In Germany we are currently implementing a Digital Claims Management Process and Digital First Notification of Loss, developed jointly with the Allianz Centre of Technology and Allianz Versicherungs AG. We also offer specific Connected Assistance Services , such as eCall or Digital Road Side Assistance in order to continuously improve the customer journey and experience.

What role does cyber security play in our joint projects with OEMs?

Cyber is a topic which develops constantly and cyber security will become more relevant than ever. Therefore the protection against external cyber-attacks is of high priority in our joint projects. It must be ensured that the highest available cyber security standards are in place for the IT systems in cars and in treating customer data. As Allianz we set very high data protection and data security standards, same as our OEM partners. All data collection and exchanges comply with the General Data Protection Regulation and the use of the data only takes place after we have received the official consent of the customer. It is also essential that the functional safety of the vehicle is not impaired.

Let me summarize again the key takeaways:

- We see the most advanced and highest potential in car connectivity and data usage to meet the current customer needs.

- Our goal is to offer with our insurance and service solutions a secure, simpler and more individualized customer experience.
- Cyber security measures play a key role in our joint projects with OEMs and Allianz sets very high standards regarding data protection and security.

Thank you very much for your attention. I am looking forward to insightful discussions today and I will also be available later for further questions.