

Allianz Global Assistance UK Launches Dedicated Recovery Vehicles

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Part of its commitment to delivering consistently high levels of customer service at the roadside

Allianz Global Assistance UK is investing in partnerships with a number of network operators around the country to build a fleet of dedicated recovery vehicles. The new, growing fleet complements the company's existing network of around 300 independent operators, many of whom Allianz Global Assistance has worked with for more than 20 years.

Since the scheme launched in April 2014 Allianz Global Assistance has already recruited recovery operators and vehicles in Bristol, Basingstoke, Birmingham, Manchester, London and Milton Keynes. More recovery trucks will be added throughout 2015. Each of these vehicles is dedicated solely to Allianz Global Assistance and its customers.

Every driver undergoes detailed assessment during the recruitment phase, and goes on to attend a two day training course at the company headquarters in Croydon, as well as relevant additional training on top of this. They also have named direct contacts within the office, so that they can be assisted with any technical queries whilst on the road.

Gareth Davies, Head of Service Support at Allianz Global Assistance UK, said "We are fortunate to be able to count over 300 independent operators supporting us in providing a premium roadside assistance service that our manufacturer partners' customers can trust. We are now building upon our commitment to deliver a superior service by investing in partnerships to provide a fleet of our own dedicated recovery vehicles, supported by professional, specialist drivers with a high level of training and technical experience.

"The introduction of dedicated Allianz Global Assistance recovery vehicles enables us to offer improved technical knowledge, reduced arrival times, consistent high quality driver and vehicle presentation and increased customer satisfaction. It's an exciting move and we look forward to building more of these partnerships in the coming months," concluded Gareth Davies.

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How can we help?

International leader in Assistance, Travel Insurance and health, life & home care services, today Allianz Global Assistance counts more than 10,920 employees who speak 40 different languages and work throughout the world with a network of 400,000 service providers and 135 correspondents covering 150 countries. 250 million people, or 4% of the world's total population, benefit from its services, which the Group provides on all five continents.

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