

General Insurer of the Year



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Sean Wang, CEO, Allianz General Insurance Company (Malaysia) Berhad ("Allianz General")

Allianz General Insurance Company (Malaysia) Berhad ("Allianz General") has secured the award for General Insurer of the Year for 2024 owing to several key achievements. Central to its success is the Company's high-level guiding strategy, which encompasses five pillars of its "Renewal Agenda": profitable growth, customer centricity, digital by default, technical excellence, and inclusive meritocracy. Profitable growth has been achieved by balancing the insurer's expansion of distribution with a long-term view on portfolio sustainability. Allianz General invests in intermediary training and system enhancements to improve engagement and add value.

Notably, Allianz General launched the "Allianz EV Shield" for Electric Vehicles (EVs) under its Private Car comprehensive policy. This coverage includes an industry first on-the-go charging, alleviating concerns among car owners about stalled EVs running out of charge. Piloting in the Klang Valley, the roadside assistance service will ensure policyholders continue their commute with minimal down time, and is the latest addition to the Allianz Road Rangers fleet, alongside existing roadside assistance to cars, motorcycles and trucks. The "Allianz EV Rangers" provide on-the-spot charging sufficient to reach the nearest charging facility. The firm's customer-centric approach is exemplified by the "Allianz Road Rangers" service, which has set an industry benchmark for roadside assistance, earning a 4.7/5 rating from clients.

Regarding its commitment to inclusive meritocracy, the firm emphasises a performance-driven work culture, continually empowering employees to produce quality work and providing avenues for merit-based career progression.

Allianz General's technical excellence is evident in its underwriting accreditation programme, ensuring its underwriters are industry-certified and best-in-class. This allows them to leverage data-driven decision-making and enhance their technical capabilities.

The in-house Professional Commercial Underwriting Certification, in collaboration with the Malaysian Insurance Institute (MII), ensures that underwriters meet the highest industry standards, making Allianz General the only insurer to provide this accreditation. Also noteworthy are Allianz General's extensive partnerships with leading digital players, which enable its products and services to reach a broad demographic.

Under the One Allianz initiative, the insurer has trained its customer service team to better address insurance queries. Allianz General has pioneered initiatives to promote greater transparency and uphold good governance over the years. Recently, the Company has gone one step further in institutionalising its efforts through the Allianz Centre for Governance (ACFG), a strategic initiative launched in association with Universiti Malaya to conduct research on governance and related areas.

The ACFG is a testament to Allianz General's commitment to ethical business practices and upholding high standards of corporate and follows several key initiatives by the Company to combat fraudulent practices.