Asia

The claims team in Asia comprises of over 35 claims professionals with a presence in China, Hong Kong, Japan, Singapore, and South Korea, representing a large and exciting melting pot of cultures, traditions and practices. The Singapore office acts as the regional headquarters and is run by Damien Pang, Regional Head of Short-Tail Claims, and Volker Ziegs, Regional Head of Long-Tail Claims.

Our claims professionals come from a vast array of technical backgrounds including Mechanical and Civil Engineers, Lawyers, and Insurance backgrounds such as Underwriting and Market Management. We are proud of our diversity, which also includes nine separate nationalities. This experience enables us to handle the most complex of claims across all lines of business.

Damien Pang, Regional Head of Short Tail Claims says “Asia is a region of rapid growing economies and dense urbanisation. Consequently, increasing large losses are encountered in the wake of Nat Cat events and man-made disasters”.

Contact

Damien Pang (Short Tail)
+65 6297 4003
damiem.pang@allianz.com

Volker Ziegs (Long Tail)
+65 6395 3864
volker.ziegs@allianz.com
Central and Eastern Europe

The claims team in CEE covers offices in Germany, Austria and Switzerland, and is run by Rainer Bartzsch.

Our claims professionals come from a vast array of technical backgrounds including various experts and engineers, and colleagues with high levels of Insurance experience. This enables us to handle the most complex of claims across all lines of business.

Rainer says “In every claim we have the chance to keep our promise to the client with high performance in a competent and professional manner. The client focus and quick claims handling with high expertise are our major contribution to help our customers within challenging times caused by an incident.”

Contact

Germany & CEE
Rainer Bartzsch
+49 40 3617 3679
rainer.bartzsch@allianz.com
Mediterranean Region Claims Team covers AGCS offices in Belgium, France, Italy, The Netherlands and Spain. The region is run from the Paris office by Sébastien Saillard (also Head of Aviation Claims) and the Regional LoB Heads: Bénédicte Cochet (Property, Engineering & Entertainment), Régis Broudin (Marine), Frank Barek (Financial Lines). The Claims OE Heads are: Erik de Saegher in Belgium, René van Walsum in the Netherlands, David Garrido in Spain, TBC in Italy.

Our claims professionals have technical or legal background usually specialized in the various Insurance Lines of Business of AGCS. Their experience and expertise enable them to handle all types of claims, including major and catastrophic losses.

Sébastien says: “At AGCS, we take a loss as an opportunity to support and assist our insureds. We aim at providing claims services adjusted to clients’ needs and being close to and available for brokers and our insureds thanks to our offices in Belgium, the Netherlands, Spain, Italy and France”.

Contact

Mediterranean
Sébastien Saillard
+33 1 58 85 88 01
sebastien.saillard@allianz.com
North America

The claims team in North America covers offices throughout the United States and Canada.

Our claims professionals come from a vast array of technical backgrounds including Liability, Property, Marine, Aviation, Financial Lines and Entertainment. The Insurance backgrounds of the team cover all aspects of the market such as Commercial, Personal, Excess & Special Risk. This experience enables us to handle the most complex of claims across all lines of business.

Terry says “The North American market has never been more challenging than it is now. An extremely competitive market, an increasingly complex legal environment and highly sophisticated insurance buyers require insurers to have best in class teams to meet these demands. AGCS NA Claims continues to meet this challenge in delivering a differentiated experience through technical expertise and high level service to its brokers and policyholders.”

Contact

North America
Terry Campbell
+1 646 472 1481
terry.campbell@allianz.com
Regional Unit London

The claims team in Regional Unit London covers the AGCS offices in the UK, Ireland, Nordics, Russia and UAE (covering Middle East and North Africa). The London office acts as the regional headquarters and is led by Lars Vissing, Regional Head of Claims.

Our claims professionals come from a variety of backgrounds and include qualified lawyers, in addition to the majority who have technical Insurance qualifications. We are pleased to say that a large number of the team has been with us since they left university and we are proud of their development and indeed the overall capabilities of the team. We have led several significant claims in the market and are a trusted partner for our clients and a respected leader with our peers.

Lars Vissing adds “We strive for superior customer experience when interacting with our clients and broker partners, and to ensure delivery of high technical standards of claims handling in all markets and segments”

Contact

Regional Unit London
Lars Vissing
0044 (0)203 451 3678
lars.vissing@allianz.com
South America

The claims team in South America is based in our Brazil office: in São Paulo, close to many clients and business partners. Our claims professionals come from a vast array of technical backgrounds including business management, lawyers, actuary and Insurance backgrounds from international programs, large losses and loss adjusting. This experience enables us to handle the most complex of claims across all lines of business.

Rogerio Lopes is the Head of Claims for South America.

Rogerio says “We put our clients in the centre of our attention before and after a claim. Our local team is well educated, focused on the market and connected globally which allow us to bring high expertise and tailor made solutions to our clients”.

Contact

![South America Rogerio Lopes](image)

Rogerio Lopes
+55 11 3527 0230
rogerio.lopes@allianz.com
Aviation

We maintain one of the most knowledgeable Aviation claims teams in the industry. Our global claims network keeps service close to the customer and ensures we have the resources to respond quickly – anywhere in the world. Our claims professionals, adjusters and surveyors have many years of hands-on expertise with Aviation claims ranging from the most straightforward to the most complex. Whether it’s a major airline, a drone, or a small personal agricultural plane, air traffic control or a satellite owner, we understand that efficient, bespoke service and consistent claims handling are essential to help our clients resume their operations and manage their day to day business as quickly as possible. We pledge that as our client, you will receive prompt responses, full investigations, productive communication and the best resolutions possible.

Kevin Smith, Global Head of Aviation Claims, says "with global clients, who have different ideas, who have very different cultures we aim to handle matters that reflect our individual client’s needs. We listen to our clients, meeting with them on a regular basis before finding solutions to resolve their claims."

Contact

Aviation
Kevin Smith
+44 203 451 3119
Kevin.smith@allianz.com
Energy

The response to a claim is the critical test of the quality of an insurer. We maintain one of the largest and most knowledgeable Energy claims teams in the industry, with experts situated across the globe. Energy claims can often be large and complex, taking the form of fire and explosion, machinery breakdown, power interruption and water damage, both on- and offshore. Business Interruption can form a major part of an Energy loss, with exposures growing within the sector. Additionally, interdependencies between companies is an increasing loss factor, resulting in regional Contingent Business Interruption (CBI) claims if one plant is damaged.

Whatever the type of claim, our Energy claims experts will work with you and other experts such as loss adjusters to get your business back on track as soon as possible.

David Wilson, Global Head of Energy Claims says “Energy claims have the lowest frequency, but the highest severity of any AGCS business line and the size of the largest Energy claims continues to rise even with the low oil price. More of our clients are insuring their financial exposures with growing values and increased interdependencies, meaning that complex and costly business interruption losses now dominate most large Energy claims. The non-linear relationship between profit and volume throughput in refining and petrochemical facilities can make Energy claims some of the most technically challenging to handle, so it is essential that we understand our clients business to handle their claims effectively”.

Contact

Energy
David Wilson
+44 20 3451 3660
david.wilson@allianz.com
Engineering

Our global team of dedicated claims engineers is coordinated through AGCS’s worldwide network, enabling us to deliver local services and to be there with our clients. Engineers are ready to respond promptly in the event of a claim and aim to visit sites to evaluate damage within 24 hours. They are trained to work in close coordination with external experts, such as loss adjusters, to ensure claims are settled quickly and simply, no matter where in the world.

Case studies:
Vasilikos Power station, Cyprus.
On July 11, 2011, a major explosion took place at the Evangelos Florakis Naval Base in southern Cyprus due to incorrect storage of ammunition that was ignited by heat from the sun. Our AGCS General Adjusters were quickly on-site to examine a portion of a project that AGCS reinsured, which, even though far removed from the explosion’s epicenter, suffered considerable damage.

Earthquake in Chile
On February 27, 2010, an earthquake measuring 8.8 on the Richter scale struck in Chile. A team of AGCS Adjusters and Engineers was onboard the first commercial flight from Europe to support our client on-site.

Engineering claims are headed up globally by Ray Hogendoorn. Ray says “In Engineering Claims, there are often many involved parties, like contractors, designers, etc. which makes transparent and clear communication the key to success.”

Contact

Engineering and Property
Ray Hogendoorn
+49 89 3800 17928
ray.hogendoorn@allianz.com
Entertainment

With a portfolio of risks including Hollywood blockbusters, independent films, music tours, festivals, or sports events, entertainment claims can take many forms. For instance the inability of a cast member to perform due to an accident or illness, or extra expenses related to production delays such as property damage or bad weather. Recently, dramatic changes in digital technology, visual effects, and extravagant live stage performances, means that business interruption claims can be expensive. The increasing complexity of live music and sporting events brings a fast growing element to the area in which new and potentially expensive risks are emerging.

Whatever the type of risk you have, our team of claims experts are here to help at your time of need.

Ian Galloway, the Global Head of Entertainment Claims, says “For 145 years, we’ve shown an unwavering commitment to our customers when they sustain a loss - whether it’s a camera loss in New Orleans; a production delay in South America or a cancellation of a music festival in China. We understand the unique nature of the Entertainment business and our dedicated claims personnel help our customers get back to business quickly and professionally”.

Contact

Entertainment
Ian Galloway
+1 818 972 3336
ian.galloway@agcs.allianz.com
Financial Lines

We strive to make the claims-handling process as transparent and solution-oriented as possible. That is why we discuss liability and coverage regularly ahead of time, to ensure that the right plan is always in place. Our financial lines claims team operates with experienced professionals, communicates clearly and honestly with clients and offers a worldwide network of offices, loss adjusters, technical experts and legal providers. Regardless of value or severity, our standard is to deliver a fast response to any claim or notification, understanding that our clients have commercial interests, which need to be protected in many circumstances.

Global Claims Management

Our worldwide network enables us to deliver local services with global coordination. To ensure consistent quality and transparency for the client, no matter the location, AGCS has established proven systems and procedures, which have been put into practice time and time again. Customized, pre-agreed processes deliver flexibility within a robust framework – before and after a claim. So our clients can be confident that we will support them with swift action and prompt claims settlements when it matters.

Stephan Kammertoens, the Global Head of Financial Lines Claims, says “D&Os are subject to more regulator and shareholder scrutiny than ever before. From a German perspective they are further impacted by an increased number of internal investigations by supervisory boards. Tightening regulations, escalating merger objections, IPO activity and corporate governance are among the many challenges facing D&Os. Managers face a growing threat from legal and regulatory liabilities which could result in costly investigation, criminal prosecutions or civil litigation, putting the company’s assets, and their own at risk. Even when the directors and officers are convinced that the allegations made are completely unfounded, the costs of defending their position can be extremely high. We have developed a flexible and tailored service which will focus on the needs of our client. We provide efficient and excellent claims services to defend the rights of our insureds and to achieve claim resolutions as early as possible.”

Contact

Financial Lines
Stephan Kammertoens
+49 89 20305 3005
stephan.kammertoens@allianz.com
Liability

Modern corporate liability exposures can arise from many sources including third parties, products, the environment, as well as a host of other emerging risks, driven by increasing global interconnectivity and ever-growing reliance on new technology. While improvements in risk management and safety regulation are leading towards a gradual reduction in everyday incidents such as slips and falls, accidents and workplace injuries in developed markets, there is increasing potential for larger liability claims to become more expensive, complex and international, demonstrating the pervasive and long-term nature of liability losses.

Whatever the risk, in case of a claim, you can rely on the immediate support of our team of claim examiners with extensive technical and industry-related experience.

Peter Oenning, the Global Head of Liability Claims says “Liability claims often concern not only our customers, but also their customers or suppliers. Therefore, a customer-oriented approach is key in the complex claims we are dealing with. Our worldwide network of highly qualified and very experienced claims handlers strive for fair and adequate solutions in sensitive liability claims scenarios.”

Contact

Liability
Peter Oenning
+49 89 20305 3006
peter.oenning@allianz.com
Marine

Marine is one of the largest classes of business within AGCS, with three main product groups – Cargo, Hull and Liability, and Inland Transit – and our Marine claims handlers can handle claims arising from any of these products. These can include claims occurring at sea (for example collisions, sinking, or general average), on land during transit or storage (for example thefts, fire, natural catastrophes, mishandling) and even air cargo accidents.

We maintain one of the largest and most knowledgeable Marine claims teams in the industry. Our global claims network keeps service close to the customer and ensures we have the resources to respond quickly – anywhere in the world. Our claims professionals, adjusters and surveyors have many years of hands-on expertise involving all types of claims. They are specialists in evaluating and providing solutions for marine claims ranging from simple losses to the most complex ones (e.g., general average, piracy, etc.). Whether a claim involves large vessels, agricultural products, chemicals, garments, high-tech consumer goods, petroleum products, refrigerated foods or heavy equipment, clients work with an adjuster who has experience in the specific type of claim at hand and is committed to protecting client interests and delivering a consistently prompt and fair response.

Duncan Southcott, the Head of Global Claims Marine Portfolio Management says “At AGCS we have a simple mantra ‘we pay straight forward claims quickly’. In additional, AGCS global technical expertise and industry expert network means we can help our clients navigate the intricacies of complex claims arising from modern challenges such as machine and vessel automation, artic codes, cyber risks, man-made and natural catastrophe events through assisting in their risk management approach using experts employed from the industry”.

Contact

Marine
Duncan Southcott
+44 20 3451 3109
duncan.southcott@allianz.com
Property

Claims in the property area often contain complexities associated with interdependencies, bottlenecks, just-in-time production and diminishing stocks, which all contribute to large BI (Business Interruption) and CBI (Contingent Business Interruption) claims. Indeed, property claims are likely to increase further in the future with the growing relevance of non-damage events such as Cyber attacks, and increasing automation which influences and impacts supply chains. Pre-loss claims meetings can help identify supply chain risks which helps businesses to plan an effective response integrated into their overall business continuity plan. Even in the event of a catastrophic loss, our claims experts will be available to help and provide assistance to get you back up and running as soon as possible.

Property claims are headed up globally by Ray Hogendoorn. Ray says “In the first weeks of a large Property Claims, speed is of the essence and clients need confirmation on cover as soon as possible. In AGC&S Claims, we realize this importance”.

Contact

[Contact information]