

# DEAR CLIENTS



Thank you for choosing Allianz Life Insurance Company as an insurance provider for your employees. In spite of the pandemic-related restrictions in place, **Allianz continues performing its obligations under insurance contracts** and does all that is necessary to support our clients in these difficult times



## CLIENT SUPPORT

- We make every effort to deliver fast and high-quality service to our Health insured members: **we continue managing medical care services provision** both in Moscow and all regions of Russia, including outpatient care, emergency dental care and inpatient care, we arrange house calls and ambulance services during the working hours of medical providers and in accordance with the relevant orders of the local authorities. If the operations of a certain clinic/hospital are suspended during the pandemic we make arrangements for the provision of medical care by an alternative clinic/hospital in order to help every insured member who contacts us.
- As before, **we continue providing diagnostic and treatment services** to our insured members with symptoms of an acute respiratory infection within the framework of a standard procedure for making a diagnosis both in the outpatient clinic and in the hospital setting, where necessary (e.g. in case of pneumonia of unknown origin). However, since the **coronavirus disease (COVID-19) is a highly infectious disease that requires quarantine measures, in the event a patient has been diagnosed with this disease further diagnostic and treatment services to such patient should be provided within the framework of Obligatory Medical Insurance (OMI) system and under the supervision of relevant authorities.** Any person located on the territory of the Russian Federation is entitled to such assistance.
- From April 6 till April 30, 2020 **all our VMI clients will have access to telemedicine services**, using which insured members may get online medical consultations in the comfort of their own home from our partners, Doctor Ryadom and Mobile Medical Technologies (the Online Doctor service). We have also added an option of **psychotherapeutic support for insured members within the framework of telemedicine services, including answers to questions concerning COVID-19.**
- Services under Critical Illness insurance plans: for those insured who are currently staying **abroad, the treatment is provided in due course in compliance with the local sanitary requirements** applicable to clinics and/or hotels, including self-isolation requirements. The dates of return of the insured to Russia are coordinated with the treatment plan and available flights. In Russia the services under Critical Illness insurance plans are also provided in due course.

- Clients who have taken out Travel insurance and are forced to cancel their international trips because of the coronavirus pandemic, **may apply for a return of premium**. For detailed instructions please refer to our website: [www.allianz.ru](http://www.allianz.ru)
- For your convenience **we have created a "Coronavirus" section on our website where we publish updates and answers to most important and frequently asked questions as new information becomes available**: <https://allianz.ru/info/coronavirus/>



## CLAIM HANDLING

- To minimize the risks of our clients we have decided to **restrict the acceptance of documents in our office building for the time being**. Instead of paying a visit to our office you may use other alternative means of communication with us upon the occurrence of an insured event. In particular, you may **send us the documents for a preliminary review by e-mail or by post**. For more detailed information please visit our website: [www.allianz.ru](http://www.allianz.ru)



## ONLINE SERVICES

In the context of the new realities of our life and work we would like to remind you of our online services:

- Get registered with our **mobile application for VMI clients «My Allianz»** and get access to the following remote services:
  - **House calls** and medical appointments;
  - Detailed **description of your insurance plan**;
  - **Telemedicine services** (within the scope of your insurance plan).
- Requests for changes in the Lists of Insured Members and to the insurance contracts **could be made via HR-portal**.
- You may also **make use of our E-shop and get electronic policies** under Property, Travel and/or Sports insurance plans for you and your family members without leaving your home.

Please remember that **if you need any additional support**, you may always rely on us. You may contact us via our mobile application My Allianz, our website or by phone at **8 (800) 100-88-00** or via your account manager.

We are grateful for your trust and look forward to continuing our cooperation with you in the future.

*Yours sincerely,  
Allianz Team*