

Press Release



Toronto ON, March 19, 2019

Virtuoso® selects Allianz Global Assistance Canada as a preferred travel insurance and assistance services provider

Preferred partnership now in effect to provide Virtuoso clients in Canada with travel insurance protections and 24/7 assistance services from a global leader

Virtuoso® and Allianz Global Assistance Canada are pleased to announce a preferred partnership that will enable more Canadian travellers to protect their trips and access valuable emergency medical benefits while travelling.

Allianz Global Assistance Canada is a leading provider of travel insurance and protection services to more than eight million Canadians annually. Virtuoso is the leading global network of agencies specializing in luxury and experiential travel, with more than 20,000 advisors.

Virtuoso was attracted by Allianz Global Assistance's customer-first approach, expansive product suite and ability to help travelling clients experiencing medical emergencies on a global scale. As a part of Allianz Partners, Allianz Global Assistance is one of 44 business units offering clients access to a worldwide network of nearly 70,000 medical facilities.

Through this partnership, Virtuoso member agencies will benefit from dedicated sales support, revenue optimization tools, a state-of-the-art online learning and development platform, as well as direct access to skilled Agency Services representatives providing support to Virtuoso-affiliated administrators and licensed travel insurance advisors.

"Allianz Global Assistance has been a valuable preferred partner with Virtuoso in the U.S. for many years," said Steve Wooster, Managing Director, Services and Air Operations at Virtuoso. "We're delighted to expand our long-standing, successful partnership into Canada now. We recognize the global protection benefits and exceptional customer care that Allianz Global Assistance provides to Virtuoso members' clients, which is part of what makes its luxury travel experiences unique."

Well-known for its comprehensive product suite offering, global reach and long-standing partnerships with some of Canada's best-known brands, Allianz Global Assistance offers products that bestow travellers with emergency medical and financial protections in the event of trip cancellations, delays and other covered disruptions, along with 24/7/365 emergency medical and travel assistance services.

The [TripWise mobile app](#) from Allianz Global Assistance gives Canadian travellers access to useful tools to help them navigate emergencies, such as a hospital search feature to quickly find an accredited local hospital from within the Allianz network, a handy medical dictionary and translator for popular first aid terms in over 15 languages, access to real-time travel alerts and security information from the Government of Canada, as well as local emergency services numbers for over 195 destinations worldwide.

"We have had a strong relationship with Virtuoso in the U.S. and are excited to continue our growth with Virtuoso members in Canada," said Richard Aquino, Vice President, Head of Sales, Allianz Global Assistance USA. "We have an experienced sales team in Canada and this will help enhance and strengthen our relationships."

"We're pleased to partner with Virtuoso to engage its agency members in growing their travel businesses. Our dedicated, local sales team is readily prepared and looks forward to offering exceptional support in strategically attracting more clients and revenue with our outstanding product, training, and licensing expertise," said Sarah Hume, Vice President, Strategic Partnerships at Allianz Global Assistance Canada.

Virtuoso®

Virtuoso® is the leading international travel agency network specializing in luxury and experiential travel. This by-invitation-only organization comprises over 1,000 travel agency partners with 20,000 elite travel advisors in 50 countries throughout North America, Latin America, the Caribbean, Europe, Asia-Pacific, Africa and the Middle East. Drawing upon its preferred relationships with over 1,800 of the world's best hotels and resorts, cruise lines, airlines, tour companies and premier destinations, the network provides its upscale clientele with exclusive amenities, rare experiences and privileged access. More than (U.S.) \$26.4 billion in annual travel sales makes Virtuoso a powerhouse in the luxury travel industry. For more information, visit www.virtuoso.com.

Allianz Global Assistance (Canada)

For 30 years, Allianz Global Assistance has supported travelling Canadians when they need it most with value-added travel insurance and assistance services. More than 800 employees support long-term partnerships with some of the best-known brands in the travel and financial services markets. Allianz Global Assistance also serves as an outsource provider for in-bound call centre services and claims administration for health insurers, property and casualty insurers and credit card companies. Allianz Global Assistance is a specialist brand of Allianz Partners for

assistance and travel insurance, and is a registered business name of AZGA Service Canada Inc. and AZGA Insurance Agency Canada Ltd. For more information, visit www.allianz-assistance.ca.

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