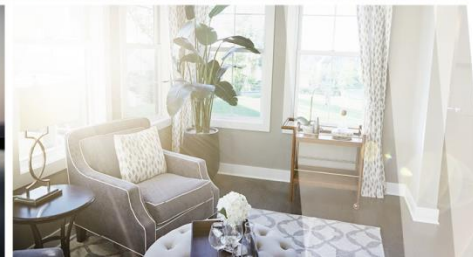
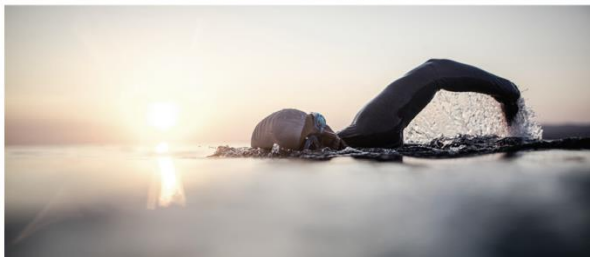


# 24/7 ROUND THE CLOCK SERVICES YOU CAN RELY ON



# THE PUBLIC-SECTOR INSURERS

→ Second strongest presence in the German insurance market

VER SICHER UNGS  
KAMMER  
BAYERN

SAARLAND  
Versicherungen

FEUERSOZietät

PROVINZIAL  
PROVINZIAL

HAMBURGER  
FEUERKASSE

SV Sparkassen  
Versicherung

PROVINZIAL

Lippische

Landes-Brandversicherungsanstalt  
Ein Unternehmen der Finanzial Rheinland Holding  
Die Versicherung der Sparkassen



SV Sparkassen  
Versicherung  
Sachsen

ÖFFENTLICHE  
VERSICHERUNG  
BRUNSWIG

ÖSA Öffentliche Versicherungen  
Sachsen-Anhalt

ÖFFENTLICHE  
LANDESBRANDKASSE  
VERSICHERUNGS  
SACHSEN-ANHALT

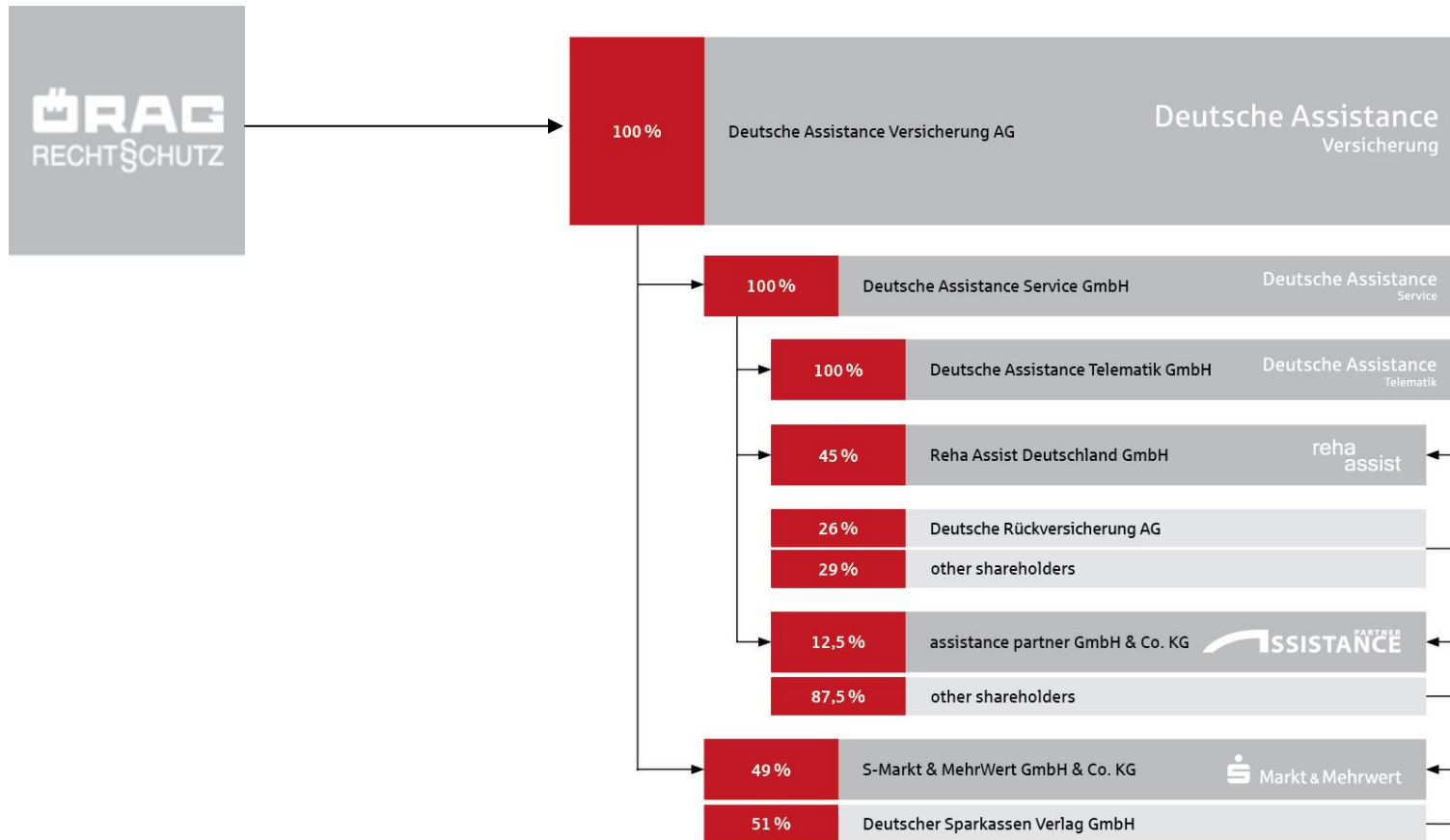
DIE  
OSTFRIESISCHE  
LANDSCHAFTLICHE  
BRANDKASSE

SV Sparkassen



# THE COMPANIES OF DEUTSCHE ASSISTANCE

→ Integrated into the Sparkassen-Finanzgruppe – Germany’s leading finance group



# THE COMPANIES OF DEUTSCHE ASSISTANCE

## → Group & shareholdings

**Deutsche Assistance**  
Versicherung

Primary insurers and reinsurers of the public-sector insurers of the Sparkassen-Finanzgruppe.

**Deutsche Assistance**  
Service

Organising the assistance and claims services integrated into the inclusive cover concepts since 1992.

**Deutsche Assistance**  
Telematik

THE central telematics service provider of the public-sector insurers in the Sparkassen-Finanzgruppe, with branches in Berlin and Magdeburg.

 **Markt & Mehrwert**

Fostering professional customer ties and offering sales support for the Sparkassen-Finanzgruppe.

reha  
assist

Professional help in all aspects of rehabilitation.

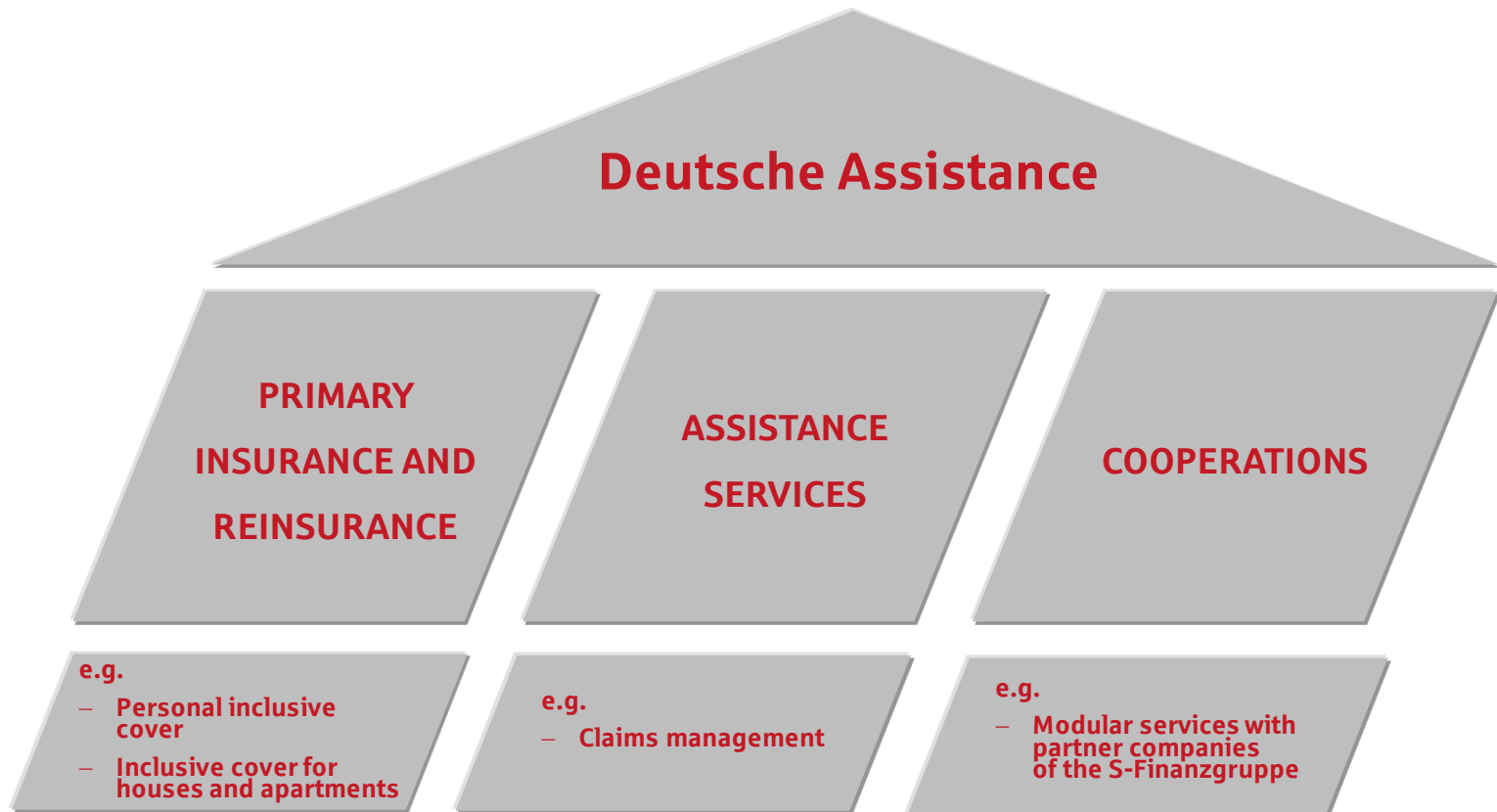
 **ASSISTANCE** PARTNER

The silver fleet – outstanding vehicle service throughout Germany.



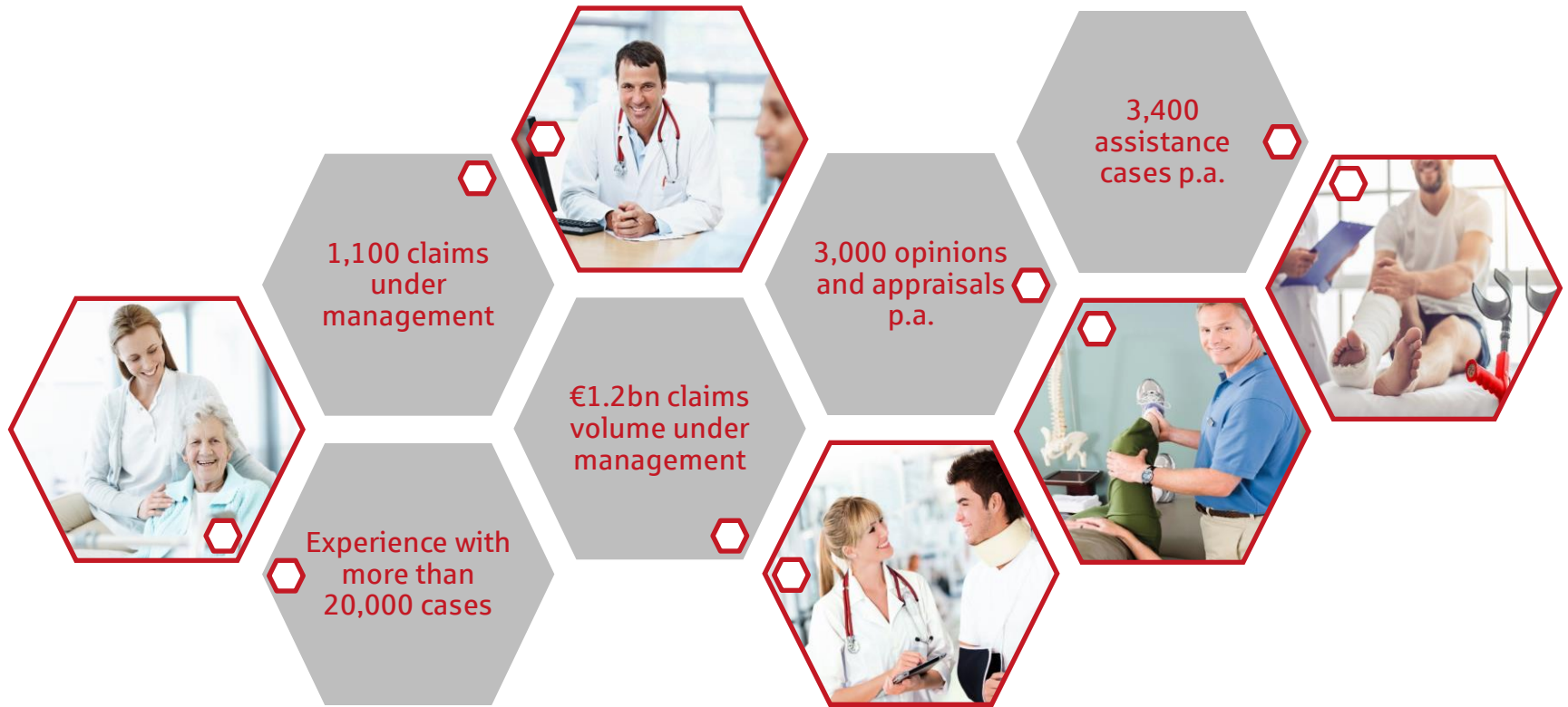
# THE DEUTSCHE ASSISTANCE GROUP

→ Various competencies bundled together under one roof



# REHA ASSIST DEUTSCHLAND GMBH

→ One of the market leaders in personal claims management



# THEME WORLDS

→ 5 theme worlds – 7 service areas





# THEME WORLDS

## → Out and about

---

### Legal services

- Initial consultation by telephone
- Legal support abroad
- Mediator talks

---

### Value adds

- Travel booking service
- Discounts for hotel portals or car hiring

---

### Rehabilitation services

- Arranging follow-up treatment

---

### Insurance

- International car inclusive cover
- Private legal cover

---

### Assistance products

- International travel health assistance
- Car assistance
- Vehicle claims management

---

### Assistance services

- Organising medical consultations as well as return transportation and return journeys
- Cost containment

---

### Services

- General information on products, services or companies
- Discussion notes and case attachments
- Country information
- Naming doctors and hospitals





# THEME WORLDS

## → Healthcare

---

### Legal services

- Arranging lawyers
- Advice on drafting patient decrees or wills
- Mediator talks

---

### Value adds

- Arranging trips for senior citizens
- Discounts for fitness clubs, back training schools or medical supply stores

---

### Rehabilitation services

- Service care/support in nursing matters

---

### Insurance

- Private legal cover
- Professional legal cover

---

### Assistance products

- Personal assistance
- Teleinterviewing/-underwriting

---

### Assistance services

- Organising home help, transport service, menu service, child care
- Arranging home emergency call services
- Teleinterviewing/-underwriting
- Emergency call centre "Eldercare"

---

### Services

- General information on products, services or companies
- Discussion notes and case attachments
- Medical emergency service information
- Naming doctors and hospitals



# THEME WORLDS

## → House and home

### Legal services

- Initial consultation by telephone
- Mediator talks

### Value adds

- Discounts for DIY stores, electricity and gas tariffs, hired appliances or construction suppliers

### Rehabilitation services

- Support for converting homes for the handicapped or aged

### Insurance

- Household goods inclusive cover
- Inclusive cover for buildings
- Internet inclusive cover
- Legal protection for houses and apartments
- Legal protection for building contractors

### Assistance products

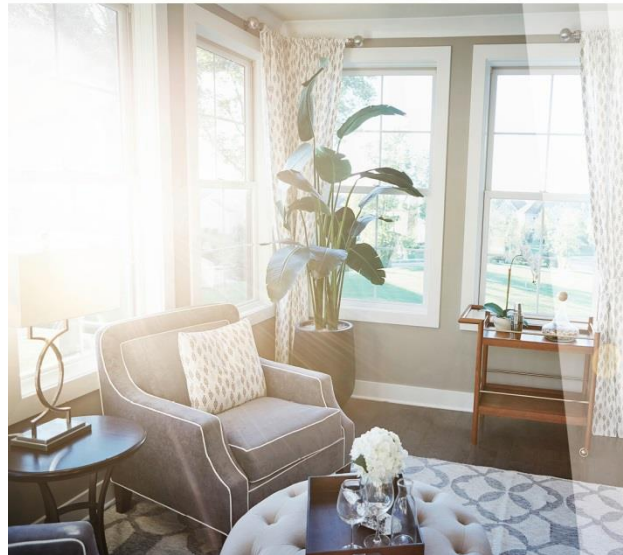
- Assistance for buildings
- Cyber protection
- Claims settlement

### Assistance services

- Organising craftsman services, domestic help, winter service
- Claims management and settlement
- Emergency call centre for smart home systems and home emergency call

### Services

- General information on products, services or companies
- Discussion notes and case attachments
- Information on/naming of craftsmen, removal services, interior decorators, garden specialists



# THEME WORLDS

## → Mobility

### Legal services

- Initial consultation by telephone
- Arranging lawyers
- Mediator talks
- Support with fines

### Value adds

- Discounts for car sharing, hired cars or A.T.U.
- Bicycle coding
- Advice on electric and hybrid vehicles

### Rehabilitation services

- Supporting physically-impaired policyholders
- Support for converting vehicles for handicapped drivers

### Insurance

- Car inclusive cover
- E-car inclusive cover
- Excess insurance for hired cars or car sharing
- Car legal cover

### Assistance products

- Vehicle assistance
- Vehicle claims management
- Telematics

### Assistance services

- Organising breakdown service, towing, vehicle return transportation
- Replacement driver or also return transportation of injured persons
- Claims management and settlement
- Emergency call centre for telematics systems

### Services

- General information on products, services or companies
- Discussion notes and case attachments
- Information for breakdowns or vehicle glass repair, recharging points for e-vehicles



# THEME WORLDS

## → Security

### Legal services

- Initial consultation by telephone
- Arranging lawyers
- Mediator talks

### Value adds

- Discounts for security software, smart home systems or self-defence courses
- Bicycle coding

### Rehabilitation services

- Psychological support after insurance events with traumatic consequences (e.g. burglary or attacks)

### Insurance

- Insurance cover for internet access
- Internet inclusive cover
- Mobile phone and laptop insurance
- Insurance cover for cash cards
- Guarantee insurance
- Private legal cover
- Professional legal cover

### Assistance products

- Cyber protection
- Assistance for buildings
- Claims settlement

### Assistance services

- Organising recovery of data
- Arranging psychological counselling for cases of cyber bullying
- Emergency call centre for smart home systems
- Telematics systems and home emergency call
- Claims management and settlement

### Services

- General information on products, services or companies
- Discussion notes and case attachments
- Advice and information on burglary prevention
- Digital administration of estates



# VALUE ADD ASSISTANCE

## → Our products and services . . .

- . . . cover the entire assistance spectrum: from risk bearers to assistants
- . . . support the core business of our partners and generate competitive advantages
- . . . strengthen customer satisfaction/customer loyalty and thereby generate market advantages





# DEUTSCHE ASSISTANCE VERSICHERUNG AG

## → Insurance products

Car inclusive cover  
(at home and/or abroad)



Internet buyer protection  
for Sparkassen customers



Inclusive cover for buildings



Guarantee insurance



Mobile phone insurance



Mobile phone and laptop  
insurance



Mobile phone and laptop  
insurance PLUS



Emergency money  
insurance



Ticket insurance



Insurance cover for credit card  
misuse



Insurance cover for cash cards



Car sharing/  
excess vehicle insurance



# DEUTSCHE ASSISTANCE SERVICE GMBH

→ THE specialist for assistance services in the Sparkassen-Finanzgruppe offers services on your behalf – around the clock – 365 days a year – worldwide

Employees	Network	Process	Company shareholdings
<ul style="list-style-type: none"><li>▪ 175 permanently trained employees</li><li>▪ Over 20 languages</li><li>▪ Individual assistance</li><li>▪ Almost 1.1 million calls per year</li></ul>	<ul style="list-style-type: none"><li>▪ Around 215,000 cooperation partners worldwide</li><li>▪ Selected on the basis of strict quality criteria</li></ul>	<ul style="list-style-type: none"><li>▪ Transparent, quality-checked workflows</li><li>▪ Audit-based controlling</li><li>▪ Quality-assured IT solutions</li></ul>	<ul style="list-style-type: none"><li>▪ Member of S-Finanzgruppe</li><li>▪ Companies of the ÖRAG companies</li><li>▪ Own company shareholdings</li></ul>





# DEUTSCHE ASSISTANCE SERVICE GMBH

## → Awards and certifications in various fields

- **ISO certification DIN EN 9001**  
Certified since 2008 in accordance with quality management standards
- **Certification according to the standards of the Sparkassen organisation's information centre**  
Data security and data transfer in accordance with the "Safe IT operation" directives
- **Top-service claims manager 2015, 2016, 2017 and 2018**  
Consecutive awards for professional service and high-quality customer and order processes



DIN EN ISO 9001  
REG.-NR. Q1 0409021



# PRODUCTS

## → 10 products for your service portfolio

- Car assistance
- Vehicle claims management
- Telematics
- International travel health assistance
- Personal assistance
- Cyber assistance
- Teleinterviewing/-underwriting
- Assistance for buildings
- Claims settlement
- Service telephone



# SERVICES

## → Services at all levels

### Organising assistance and services

- **Personal managers:** Product concept, selection and launch
- **Claims handling and settlement:** Setting up a file, checking service claims, selecting service providers, service examination, invoicing and cost assumption, checking prolongation of services
- **Preparing reports and statistics**
- **Settling third-party costs and flat rate payments**



# SOLUTIONS

## → Demand-oriented solution models

### Services and/or insurance benefits

- **Services:** Clients as risk bearers, we as assistants and service partners
- **Insurance benefits:** Deutsche Assistance Versicherung as risk bearer

### Stand-alone solution or add-ons

- **Stand-alone:** Arranging individual inclusive cover together with you
- **Add-ons:** Your product upgraded with selected assistance services



# VALUE ADDS

## → More than 20 years' experience and professional competence

- **Sophisticated products:** Assistance, claims management, inclusive cover (cross/up-selling)
  - Demand-oriented value adds customised to your product
- **Strong customer ties:** 24/7, 365 days a week, recording the claim, coordination, solving the claim, processing invoice and payment
  - Insurance perceived as positive experience thanks to all-round service
- **Costs kept to a minimum:** Standardised maximum price agreements with network partners, volume bundling, expert opinions through regulators
  - Optimising your claims ratio
- **Optimised processes:** DIN ISO 9008 certified quality standards, shorter claims processing times backed by standardised processes, transparency by means of digital interface management
  - Efficient support for your claims department



# OUR REFERENCES



Verband öffentlicher Versicherer



# 24/7 ROUND THE CLOCK SERVICES YOU CAN RELY ON

Deutsche Assistance

Phone +49 (0)211 53630

Fax +49 (0)211 5363 497

**Talk to us.  
We look forward to hearing from  
you!**