




Automotive Warranty

- OEM warranty
- Used car warranty
- Tyre insurance
- Repair cost insurance






RSA

- Towing
- Replacement vehicle
- SARA, CDW, Fleet management
- Telematic
- Bike insurance




Travel

- Ticket/Event cancellation
- Cancellation insurance
- Travel health Insurance
- Luggage insurance
- Assistance solutions

Travel

- Repatriation
- Third Party
- Business Travel
- Crisis Mgmt




Home Care

- After hospitalization incl. cleaning, washing, etc.
- Nurse visit, doctors visit
- Medicine delivery




Medical Services

- Corpse transport in case of death abroad
- Medical repatriation to home country,
- Reha management



Mobility



Person/Family



Medical



Home




Purchase Protection

- Internet purchase insurance (CC abuse)
- Best price shopping insurance
- Transport protection




Kids & Seniors

- Baby assistance
- Kids/Senior help worldwide
- Children training lessons
- Funeral assistance




Home Assistance

- Specialist intervention incl. locksmith, plumber, etc.
- Concierge Services





Appliance Protection

- Extended warranty
- Accidental damage
- Robbery & burglary
- Computer data recovery

Assistance Broker - Product Folder: Automotive Industry



Automotive

Product	Coverage	Channel	Product Offer
Road Side Assistance – NEW CAR	Repair on the spot, towing, rental car, journey continuation, accommodation, information services	<ul style="list-style-type: none"> • Car Dealers • Workshops 	Add on or Stand alone with purchase of new car
Service Activated Roadside Assistance – Used CAR	Repair on the spot, towing, rental car, journey continuation, accommodation, information services	OEMs	Connected to the yearly service.
Fleet Management	Organisation of all services related to the car like: appointments, coordination with the body repair shop, coordination with the insurance company, pick up and delivery of the car, etc.	leasing companies	As added services to the RSA product but also in combination with the bundle package for the VIP customers
Pick up and go	Organization and cost coverage to tow and redeliver the vehicle back to the customers home or office when maintenance appointment, tyre change, repairs after accident, etc. needed.	leasing companies	
Warranty extension	Extending the OEM’s technical coverage	Extending the manufacturers warranty coverage within new car sales or as an add on during manufacturers warranty period.	
Collision Damage Waiver	Covering the deductible in case of damages	<ul style="list-style-type: none"> • Rental Car Offices • OEMs • Workshops 	Offered as additional product
Repair Cost Insurance	Insurance covering unexpected repair costs	<ul style="list-style-type: none"> • Rental Car Offices • OEMs • Workshops 	Offered as an additional or stand alone product
Telematic Services	GPS localization, and RSA services after following situations: Breakdown-Call, Concierge-Call, Emergency-Call, Informational-Call	OEMs	Connected to the OEM’s GPS-based device we offer RSA services with automatically audio connection to the call centre
Tyre insurance	Insurance of the tyres in case of theft or accidental damage	<ul style="list-style-type: none"> • Tyre-Retail companies • OEM’s • Tyre manufacturers • Workshops 	Stand alone product. Could include a light RSA product related to a tyre breakdown only

Assistance Broker - Product Folder: **Medical / Health**



Family

Product	Coverage	Channel	Product offer
24 Hour Assistance	Hospitality & Event Ticketing Organization of Restaurant, Translation, Gift & Flower Delivery Messaging, Courier Service Last Minute News Service	rental car agencies	package or add on



Medical

Product	Coverage	Channel	Product offer
Medical Repatriation	Medical repatriation services (to home country) that may include medical escort expenses, arrangements for extra seat and first aid specialist	rental car agencies	package or add on



Travel

Product	Coverage	Channel	Product offer
Travel Health Insurance	Insurance to cover medical cost (hospital and ambulant)	rental car agencies	package or add on
Annual Travel Insurance	Travel cancellation, travel health insurance, trip cancellation PLUS RSA	rental car agencies	Stand alone product, includes RSA
Luggage Insurance	Coverage of cost in case of Loss or Damage by carrier	renal car companies fleet manager	package or add on
Accident	Coverage in case of death or injury	Sold by rental Car companies for travellers on road trips	package or add on



Home

Product	Coverage	Channel	Product offer
Home Assistance/ Home Emergency Service	Craftsman service in case of incidents around the home	car dealers work shops	package or add on
Concierge Services	Translation services, help in case of loss of documents, booking/rebooking of tickets, country and travel information	car dealers work shops rental car companies	package or add on

Assistance Broker - Product Folder: Travel



Product	Coverage	Channel	Product Offer
Collision Damage Waiver	Covering the deductible in case of damages	rental car offices	stand alone or package
RSA	Repair on the spot, towing, rental car, journey continuation, accommodation, information services	offline travel agencies rental car offices	Included in Annual Travel insurance or as stand alone product



Product	Coverage	Channel	Product Offer
Card Protection	Credit Card abuse, theft or loss		



Product	Coverage	Channel	Product Offer
Home Assistance/ Home Emergency Service	Craftsman service in case of incidents around the home	offline travel agencies	Stand alone product
24 Hour Concierge Service	<ul style="list-style-type: none"> Hotel Reservation, Air Ticketing Info on Cultural, Business and Social Protocols, Currency Advice, Rail & Ferry Info, Airport Transport Car Rental and Chauffer Driven Car Service, International Apartment Service, Golf & Yacht Reservation Business Services Reservation 	<ul style="list-style-type: none"> hotels ticketing service offline and online travel agencies 	as package or add on



Product	Coverage	Channel	Product Offer
Home Care	Coverage of cost and organisation of service provider supporting with daily activities like shopping, cleaning, etc	offline travel agencies	Package with travel health insurance

Assistance Broker - Product Folder: Travel



Travel

Product	Coverage	Channel	Product offer
Travel Health Insurance	Insurance to cover medical cost (hospital and ambulant)	Online/offline travel agencies	stand alone product
Cancellation Insurance	Coverage of the cost of cancellation in case of illness	Online/offline travel agencies	stand alone product or package with travel health insurance
Luggage Insurance	Coverage of cost in case of Loss or Damage by carrier	Online/offline travel agencies	package with travel health Insurance
Repatriation	Coverage of Cost of transportation back to home country in case of accident or illness abroad	Online/offline travel agencies	package with travel health Insurance
Third Party	Coverage of cost of damage to third party	Online/offline travel agencies	package with travel health insurance
Schengen Solutions	Insurance coverage for Visitors from outside EU or Schengen Solution, covering medical cost and repatriation in case of death or deportation	Online/offline travel agencies	B2B company solutions for travel management department
Ticket/ Event Cancellation	Coverage of cost in case event is cancelled	offline travel agencies Ticket offices	stand alone
Concierge Service/ Assistance Solutions	Information Hotlines for questions relating to personal or commercial travel	travel related hotlines & portals, online and offline , hotels, rental car companies	package with travel health insurance or stand alone
Trip Continuation	Coverage of cost for separate travel home in case of injury or illness abroad/ coverage of cost for second journey in case of repatriation with ambulance jet	online/offline travel agencies	package with travel health insurance
24 Hour Travel Assistance	<ul style="list-style-type: none"> Hospitality & Event Ticketing Organization of Restaurant, Translation, Gift & Flower Delivery Messaging, Courier Service Last Minute News Service 	<ul style="list-style-type: none"> hotels ticketing service offline and online travel agencies 	as package or add on

Assistance Broker - Product Folder: Insurance



Automotive

Product	Coverage	Channel	Product Offer
Road Side Assistance – NEW CAR	Repair on the spot, towing, rental car, journey continuation, accommodation, information services	insurance broker	Connected mandatory or optionally to the MTPL or Casco insurance
Telematic Services	GPS localization, and RSA services after following situations: Breakdown-Call, Concierge-Call, Emergency-Call, Informational-Call	insurance broker	Connected to the MTPL or Casco insurance policy and offer a premium reduction if customer buys this product and it's additional services.
Tyre insurance	Insurance of the tyres in case of theft or accidental damage	insurance broker	Connected to the Casco insurance policy and RSA products.
Repair Cost Insurance	Insurance covering unexpected repair costs	insurance broker	Offered as an additional product to the MTPL and Casco insurance policy
Fleet Management	Organisation of all services related to the car like: appointments, coordination with the body repair shop, coordination with the insurance company, pick up and delivery of the car, etc.	insurance companies for companies/leading companies	Stand alone or package
Collision Damage Waiver	Covering the deductible in case of damages	insurance broker	Offered as an additional product to the MTPL and Casco insurance policy
Warranty extension	Extending the OEM's technical coverage	OEMs Insurance companies	Stand alone or package



Family

Product	Coverage	Channel	Product Offer
Family Assistance	<ul style="list-style-type: none"> Family Info Hotline Kids/ Senior help worldwide bracelet Children Training Lessons Funeral Assistance 	insurance broker	package with home or life insurance



Home

Product	Coverage	Channel	Product Offer
Home Assistance/ Home Emergency Service	Craftsman service in case of incidents around the home	insurance broker	package with home or life insurance

Assistance Broker - Product Folder: Insurance



Medical

Product	Coverage	Channel	Product Offer
Home Care	Coverage of cost and organisation of service provider supporting with daily activities like shopping, cleaning, etc	Insurance broker	Package or add on to health or life insurance
Medical Assistance	Corpse transport in case of death abroad, Medical repatriation to home country, Second Medical Opinion, Reha Management	Insurance broker	Package or add on to health or life insurance
Medical Information	Information about medical centers, medicines, pharmacies	Insurance broker	Package or add on to health or life insurance
Medical repatriation	Organization and coverage of cost for medical repatriation, corps transportation, transport of relative, accomodation of relative, children return,	Insurance broker	Package or add on to health or life insurance



Travel

Product	Coverage	Use Case	Product Offer
Travel Health Insurance	Insurance to cover medical cost (hospital and ambulant)	Insurance broker	stand alone product
Cancellation Insurance	Coverage of the cost of cancellation in case of illness	Insurance broker	stand alone product or package with travel health insurance
Luggage Insurance	Coverage of cost in case of Loss or Damage by carrier	Insurance broker	package with travel health Insurance
Repatriation	Coverage of Cost of transportation back to home country in case of accident or illness abroad	Insurance broker	package with travel health Insurance or life/accident insurance
Third Party	Coverage of cost of damage to third party	Insurance broker	Travel third party as add on to third party policy
Schengen Solutions	Insurance coverage for Visitors from outside EU or Schengen Solution, covering medical cost and repatriation in case of death or deportation	Insurance broker for Business Customers	Stand alone products
Concierge Service/ Assistance Solutions	Information Hotlines for questions relating to personal or commercial travel	Insurance broker	package with travel health insurance or other insurance policy

Assistance Broker - Product Folder: **Banking**



Product	Coverage	Channel	Product Offer
Home Care after hospitalization	Coverage of cost and organisation of service provider supporting with daily activities like shopping, cleaning, etc	Banks B2B2C	Offered as additional service included in new bank accounts
Doctor/Nurse Visit	Medical visit in case of accident at home (organisation and cost coverage), medicine delivery	Banks B2B2C	Offered as additional service included in new bank accounts
Medical Information	Information about medical centers, medicines, pharmacies	Banks B2B2C	Offered as additional service included in new bank accounts
Medical repatriation	Organization and coverage of cost for medical repatriation, corps transportation, transport of relative, accomodation of relative, children return,	Banks B2B2C	Offered as additional service included in new bank accounts



Product	Coverage	Channel	Product Offer
Travel Health Insurance	Coverage of medical cost (hospital and ambulant), trip continuation, accident insurance incl. coverage in case of death or injury	Banks B2B2C	Offered as additional service included in new bank accounts
Luggage Insurance/Luggage Delay	Coverage of cost in case of Loss or Damage by carrier/ in case of luggage delay	Banks B2B2C	Offered as additional service included in new bank accounts
Travel information	Information service (Info before trip, information in case of loss of documents, legal assistance, Information about home country agencies abroad)	Banks B2B2C	Offered as additional service included in new bank accounts

Assistance Broker - Product Folder: Telecom



Automotive

Product	Coverage	Channel	Product Offer
Fleet management	Classic RSA coverage and additionally services like organisation and coordination of appointments to the covered vehicle.	B2B Telecom companies fleet management	Stand alone B2B offer



Family

Product	Coverage	Use Case	Product Offer
Family Assistance	<ul style="list-style-type: none"> Family Info Hotline Kids/ Senior help worldwide bracelet Children Training Lessons Funeral Assistance 	B2B2C	Could be included in new phone contract



Home

Product	Coverage	Channel	Product Offer
Mono Appliance Protection	Insurance for accidental damage of all electronic / technical devices, including the organization and cost coverage	Telecom Provider, B2B2C	Protection for End Customer. Purchased with sales of actual telecom product or new contract
Multi Appliance Protection	prolongation of the Manufacturers Warranty - Extended Warranty - for Home Products including organization of repair and/or cost cover	Telecom Provider, B2B2C	Protection for End Customer. Purchased with sales of actual telecom product or new contract
Mobile Phone/Notebook Insurance	Insurance for accidental damage and loss of Smart Phones, Tablets and notebooks including robbery, burglary and Theft. Organization of repair and cost coverage included	Telecom Provider, B2B2C	Protection for End Customer. Purchased with sales of actual telecom product or new contract
Computer Data Recovery	salvaging and handling the data through the data from damaged, including organization and cost coverage	Telecom Provider, B2B2C	Protection for End Customer. Purchased with sales of actual telecom product or new contract

Assistance Broker - Product Folder: Telecom



Home

Product	Coverage	Channel	Product Offer
Home Assistance/ Home Emergency Service	Craftsman service in case of incidents around the home	Telecom Provider, B2B2C	Could be Included in SMART Home Offer
24 Hour Concierge Service	<ul style="list-style-type: none"> • Hotel Reservation, • Air Ticketing • Info on Cultural, Business and Social Protocols, Currency Advice, • Rail & Ferry Info, Airport Transport • Car Rental and Chauffer Driven Car Service, International Apartment Service, Golf & Yacht Reservation • Business Services Reservation 	Telecom Provider, B2B2C, B2B	Information Service for Business Customers. Purchased with new business contract



Medical

Product	Coverage	Channel	Product Offer
Medical Information	Information about medical centers, medicines, pharmacies	Telecom Provider, B2B2C, B2B	Information Service for Private and/ or Business Customers. Purchased with new business contract



Travel

Product	Coverage	Channel	Product Offer
Travel information	Information service (Info before trip, information in case of loss of documents, legal assistance, Information about home country agencies abroad)	Telecom Provider, B2B2C, B2B	Information Service for Private and/ or Business Customers. Purchased with new business contract

Assistance Broker - Product Folder: **Retail**



Automotive

Product	Coverage	Channel	Product Offer
Fleet management	Classic RSA coverage and additionally services like organisation and coordination of appointments to the covered vehicle.	B2B retailer companies fleet management	Stand alone B2B offer



Family

Product	Coverage	Channel	Product Offer
Card Protection	Credit Card abuse, theft or loss	Retailer B2B2C	Purchased with sales of actual product at retailer POS or stand alone
Purchase Protection	Best Price Insurance, Cost of transportation CC Abuse	Retailer B2B2C	Purchased with sales of actual product at retailer POS
Family Assistance	<ul style="list-style-type: none"> Family Info Hotline Kids/ Senior help worldwide bracelet Children Training Lessons Funeral Assistance 	Retailer B2B2C	Purchased with sales of actual product at retailer POS



Home

Product	Coverage	Channel	Product Offer
Mono Appliance Protection	coverage for accidental damage of all electronic / technical devices, including the organization and cost coverage	Retailer B2B2C	Purchased with sales of actual product at retailer POS
Multi Appliance Protection	prolongation of the Manufacturers Warranty - Extended Warranty - for Home Products including organization of repair and/or cost cover	Retailer B2B2C	Purchased with sales of actual product at retailer POS
Mobile Phone/Notebook Insurance	accidental damage and loss of Smart Phones, Tablets and notebooks including robbery, burglary and Theft. Organization of repair and cost coverage included	Retailer B2B2C	Purchased with sales of actual product at retailer POS
Computer Data Recovery	salvaging and handling the data through the data from damaged, including organization and cost coverage	Retailer B2B2C	Purchased with sales of actual product at retailer POS

Assistance Broker - Product Folder: **Retail**



Product	Coverage	Channel	Product Offer
Home Assistance/ Home Emergency Service	Craftsman service in case of incidents around the home	Retailer B2B2C	Could be Included or purchased as optional product with purchase of any home appliance
Eye Glass Insurance	coverage and organization in case of damage or modification of visual capacity	Retailer B2B2C	Could be Included or purchased as optional product with purchase of any eye glass product



Product	Coverage	Use Case	Product Offer
Medical Information	Information about medical centers, medicines, pharmacies	Retailer, B2B2C, B2B	Information Service for Private and/ or Business Customers. Purchased with any medicine related contract



Product	Coverage	Use Case	Product Offer
Travel information	Information service (Info before trip, information in case of loss of documents, legal assistance, Information about home country agencies abroad)	Retailer, B2B2C, B2B	Information Service for Private and/ or Business Customers. Purchased with any travel related product