

Bajaj Allianz General Insurance introduces missed call facility in travel insurance

- Service available at finger tips by just giving missed call on a unified contact number across the world
- Ensures prompt and relevant assistance with immediate call back facility
- Takes customer engagement to the next level by providing comprehensive international assistance

Pune, March 15, 2018: Bajaj Allianz General Insurance, India's leading private general insurer today introduced a missed call service for its Travel Insurance customers. The company is the first in the insurance industry to extend such service where the customers can receive comprehensive assistance and information while travelling overseas. The objective behind launching this unique facility is to provide them prompt and relevant assistance in the time of need.

While travelling overseas people face various dilemmas of an unknown language, customs and rules etc. and are also unaware of local assistance services. In order to assuage the uncertainty faced by the traveller, this missed call facility is a vital service differentiator where the customer can seek assistance on any of the policy benefits, claims process, location of medical facilities in the near vicinity, loss of passport, delay or loss of checked in baggage, etc.

Insured person just needs to give a missed call on the number +91 124 6174720, which is a unified contact number across the world. Customer will get an intimation acknowledging the call via an SMS and within 10 minutes receive a call back from Bajaj Allianz General Insurance. This service is free of cost for all travel insurance customers of the company where there is no queue time and the customer doesn't need to fear a call drop.

Commenting on this service, **Sasikumar Adidamu, Chief Technical Officer, Bajaj Allianz General Insurance** said, "At Bajaj Allianz General Insurance, we are always exploring avenues to enhance customer engagement and provide them instant insurance solutions. This missed call facility is a step towards being there with the customer when they need you the most and provide them with immediate assistance solving their major cause of concern of facing the unknown while travelling overseas."

This missed call facility will initially be available in English and Hindi language. Prompt and comprehensive assistance from your insurer in your language is now just a missed call away.

About Bajaj Allianz General Insurance

Bajaj Allianz General Insurance is one of the leading private general insurance company in India. Bajaj Allianz is a joint venture between Allianz SE, the world's leading insurer and largest asset manager, and Bajaj Finserv Limited, India's most diversified non-banking financial institution. Bajaj Allianz General Insurance offers general insurance products such as motor insurance, home insurance, health insurance as well as other unique insurance plans such as wedding insurance, event insurance, and film insurance. The Company began its operations in 2001 and today has a pan-India presence in over 1000 towns and cities. The Company has been

constantly expanding its operations to be close to their customers. Bajaj Allianz General Insurance has been a profit-making company since its inception and has consistently been rated with “iAAA” rating for its claims paying ability by ICRA Limited (an associate of Moody’s Investors) consecutively for last 11 years.

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