



Emily Mills, claims operations manager, Allianz

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Allianz appoints operations manager for claims

Allianz Insurance has promoted Emily Mills to the newly created position of operations manager for claims. The role will bolster Allianz's ongoing investment in digitalisation and continuous improvement of customer service delivery.

Emily will lead on data and automation projects designed to enhance claims experience and support customers. She will be reporting to operations manager Ben Truseler.

In her previous role as broker partner manager, based in Bristol, Emily led a team of underwriters and created a central hub servicing brokers, delivering both excellent customer ratings and employee engagement. She took part in the Allianz UK Pathway Leadership Programme and in the most recent Allianz global transformation programme, in which she supported the sales workstream lead.

Emily started her career with Cornhill Direct in 1998 and held various positions at Petplan and Allianz, whose commercial division she joined in 2009 as a sales controller. She then became a contact centre manager, before being appointed as broker partner manager in 2014.

Allianz's chief claims officer, Graham Gibson, commented:

“Emily has a fantastic track record in developing innovative solutions and leading transformation projects. She will be a great asset to the claims team as we strive to deliver a personalised claims experience for our customers, bolstered by market-leading digital technology and quality data.

“Emily has a solid insurance background and a strong focus on delivering results for customers. I am proud that our internal talent pool includes people like her, who are testament to Allianz's investment in learning and development (L&D) and their own determination to gain futureproof skills.”

About Allianz Holdings plc

Allianz Holdings plc is the non-regulated holding company which owns the principal insurance operations of Allianz SE in Great Britain.

About Allianz

The Allianz Group is one of the world's leading insurers and asset managers with more than 100 million* private and corporate customers in more than 70 countries. Allianz customers benefit from a broad range of personal and corporate insurance services, ranging from property, life and health insurance to assistance services to credit insurance and global business insurance. Allianz is one of the world's largest investors, managing around 790 billion euros on behalf of its insurance customers. Furthermore, our asset managers

PIMCO and Allianz Global Investors manage 1.7 trillion euros of third-party assets. Thanks to our systematic integration of ecological and social criteria in our business processes and investment decisions, we are amongst the leaders in the insurance industry in the Dow Jones Sustainability Index. In 2020, over 150,000 employees achieved total revenues of 140 billion euros and an operating profit of 10.8 billion euros for the group.

*Including non-consolidated entities with Allianz customers

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