POWSZECHNY ZAKŁAD UBEZPIECZEŃ SPÓŁKA AKCYJNA organizational structure

President of the Board

Members of the Board

- internal audit
- compliance
- PZU Group strategy
- strategic analyzes
- corporate management
- PZU Group corporate governance
- legal consulting
- PZU Group business development
- process analysis and efficiency
- corporate security
- AML in PZU Group
- administration
- real estate

HR Department:

- HR management
- HR operations

Marketing, Communication, and Social Involvement Department:

- marketing
- corporate communication
- client communication
- sponsorship
- prevention

IT Department:

- design and efficiency of IT
- development of IT systems
- management of IT systems and services

• sustainable development

Product Department:

- management of mass products and insurance programs
- health insurance management
- strategic management of the product offer
- actuarial tariff
- underwriting

Digital Processes, Services and Platforms Development Department:

- processes digitalization
- development of digital services and platforms
- after-sales customer service
- innovations

Health Insurance Department:

- health insurance development and quality management
- medical services and standards management
- analysis

reinsurance

Corporate Client Department:

- corporate sales management
- risk analysis, underwriting and risk
- corporate product management
- financial risk insurance
- corporate business strategy and development
- corporate business service

Dealer Programs Department:

dealer programs

- customer experience management
- CRM
- direct sales
- retail distribution strategy
- sales support
- sales analyzes

Own Sales Department:

 own sales and sales network management

Group Network Department:

• branch network management

Multiagency and Brokerage Sales Department:

• multiagency and brokerage sales and sales network management

Cooperation with Banks and Strategic Partner Department:

- assurbanking
- bancassurance and strategic partnership programs

- actuarial
- project management

Investment Department:

- assets allocation
- macroeconomic analyzes
- long-term and portfolio investments real estate investments
- treasury

Financial Department:

- information management
- accounting operations
- debt collection
- insurance accounting
- planning and controlling
- tax policy
- accounting
- internal operations

- risk management
- purchase

Claims and Benefits Service and Remote Channels Department:

- claims and benefits service
- assistance
- remote customer service

Insurance Operations Department:

• insurance operations