

POWSZECHNY ZAKŁAD UBEZPIECZEŃ SPÓŁKA AKCYJNA

organizational structure

President
of the Board

Members of the Board

- internal audit
- internal control
- compliance
- AML in PZU Group
- risk management
- legal consulting
- corporate management
- PZU Group corporate governance
- PZU Group strategy
- project management and M&A
- corporate security and business continuity
- cybersecurity
- sales support
- purchase
- administration
- real estate

HR Department:

- HR
- HR operations

Marketing, Communication, and Social Involvement Department:

- marketing
- corporate communication
- sponsorship
- prevention

IT Department:

- management and development of IT systems
- IT service management
- IT infrastructure management
- IT support

Health Insurance Department:

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

Group Network Department:

- branch network management and development

- sustainable development
- CRM

Individual and SME Insurance Product Department:

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

Digital Processes, Services and Platforms Development Department:

- processes digitalization
- development of digital services and platforms
- innovations

- reinsurance

Corporate Client Department:

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

Dealer Programs Department:

- dealer programs

- customer experience management
- direct sales
- sales support
- sales analysis

Exclusive Sales Department:

- exclusive sales and sales 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

Investment Department:

- assets allocation
- macroeconomic analysis
- 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

Claims and Benefits Service and Remote Channels Department:

- claims and benefits service
- assistance
- remote customer service

Insurance Operations Department:

- insurance operations
- after-sales customer service