

POWSZECHNY ZAKŁAD UBEZPIECZEŃ NA ŻYCIE SPÓŁKA AKCYJNA
organizational structure

President
of the Board

Members of the Board

- internal audit
 - internal control
 - compliance
 - AML
 - legal consulting
 - PZU Group strategy
 - project management and M&A
 - innovations and AI
 - corporate security
 - marketing
 - reinsurance
 - sustainable development
 - corporate business development
- Corporate Management Department:**
- corporate management
 - PZU Group corporate governance
 - relations and corporate communication
 - sponsorship
 - prevention
- HR Department:**
- HR management
 - HR operations
- Administration and Logistics Department:**
- administration
 - real estate
 - purchase
- Customer and Digital Services Department:**
- CRM
 - eCommerce
 - management of processes and services digitalization
 - customer relationship and experience management
- Insurance Operations Department:**
- insurance operations
 - after-sales customer service
- Health Insurance Department:**
- after-sale service
 - health insurance management
 - analysis and sales support
- Cooperation with Banks and Strategic Partners Department:**
- bancassurance
(management of product and sales, actuarial tariff, analysis)
 - assurbanking
 - coordination and supervision of cooperation with PZU Group banks
 - strategic partnerships and new businesses
 - management of investment and savings products
(management of offer and actuarial tariff)
 - management of sales of investment and savings products

- management of individual and SME products (development of the product offer, actuarial tariff, underwriting)
 - direct sales
 - sales support
 - product and sales analysis
- Group Network Department:**
- management of branch network
- Individual and SME Sales Department:**
- management and development of agency sales network

- IT Department:**
- IT strategy and project management
 - IT architecture and infrastructure management
 - management and development of IT systems
 - IT support
 - cybersecurity

- actuarial
- Investment Department:**
- assets allocation
 - macroeconomic analysis
 - alternative investments
 - real estate investments
 - treasury
- Financial Department:**
- information management
 - planning and controlling
 - tax policy
 - accounting
 - insurance accounting
 - internal operations

- risk management

- management of corporate products (development of the product offer, actuarial tariff, underwriting)
 - development of corporate sales
 - sales support
 - sales analysis
- Corporate Sales Department:**
- management of group insurance sales and sales network
- Multiagency and Brokerage Sales Department:**
- multiagency and brokerage sales and sales network management
- Exclusive Sales Department:**
- exclusive sales and sales network management

- debt collection
 - counteracting insurance crime
- Claims and Benefits Service and Remote Channels Department:**
- benefits service
 - assistance
 - remote customer service