

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
- corporate security
- administration
- real estate
- purchase
- marketing
- reinsurance
- sustainable development
- customer experience management
- corporate business development
- sales support
- sales analysis
- debt collection

Corporate Management Department:

- corporate management
- PZU Group corporate governance
- corporate communication
- sponsorship
- prevention

HR Department:

- HR management
- HR operations

Customer and Digital Services Department:

- CRM
- management of processes and services digitalization

Claims and Benefits Service and Remote Channels Department:

- benefits service
- assistance
- remote customer service

Insurance Operations Department:

- insurance operations
- after-sales customer service

Exclusive Sales Department:

- exclusive sales and sales network management

Multiagency and Brokerage Sales Department:

- multiagency and brokerage sales and sales network management

Corporate Sales Department:

- management of group insurance sales and sales network

Cooperation with Banks and Strategic Partners Department:

- bancassurance (management of product and sales, actuarial tariff, analysis)
- strategic partnerships and new businesses
- assurbanking
- management of investment and savings products (management of offer, 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 and development 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

Health Insurance Department:

- after-sale service
- health insurance management
- analysis and sales support

- risk management

- management of corporate products (development of the product offer, actuarial tariff, underwriting)

Corporate Sales Department:

- management of group insurance sales and sales network