POWSZECHNY ZAKŁAD UBEZPIECZEŃ NA ŻYCIE SPÓŁKA AKCYJNA
organizational structure

President of the Board

Members of the Board

- Data Protection Officer
- internal audit
- internal control
- compliance
- AML
- legal consulting
- PZU Group strategy
- project management and M&A
- innovations and AI
- corporate securitY
- sales support
- sales analysis

Corporate Management Department:
- corporate management
- PZU Group corporate governance
- relations and corporate communication
- marketing
- sponsorship
- prevention
- purchase

Investment Department:
- assets allocation
- macroeconomic analysis
- alternative investments
- real estate investments
- treasury

HR Department:
- HR management
- HR operations

Customer and Digital Services Department:
- CRM
- eCommerce
- management of processes and services digitalization
- customer relationship and experience management

Group Network Department:
- management of branch network

Multiagency Sales Department:
- multiagency sales and sales network management

Exclusive Sales Department:
- exclusive sales and sales network management

Individual and SME Sales Department:
- sales management and agency sales network

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

Corporate Sales Department:
- management of group insurance sales and sales network

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

- risk management
- reinsurance
- actuarial

Financial Department:
- information management
- planning and controlling
- tax policy
- accounting
- insurance accounting
- internal operations

- debt collection
- counteracting insurance crime

Claims and Benefits Service and Remote Channels Department:
- benefits service
- assistance
- remote customer service

Insurance Operations Department:
- insurance operations
- after-sales customer service

- after-sales service for health insurance
- management of individual and SME products (development of the product offer, actuarial tariff, underwriting)
- direct sales
- sales support
- product and sales analysis

- institutional cooperation
- sustainable development

- administration
- real estate