POWSZECHNY ZAKŁAD UBEZPIECZEŃ NA ŻYCIE SPÓŁKA AKCYJNA organizational structure

sustainable development

President Members of the Board of the Board ----- Data Protection Officer · management of individual and SME actuarial risk management management of corporate products IT Department: debt collection internal audit products IT strategy and project (development of the product offer, counteracting insurance crime internal control (development of the product offer, management IT architecture and Investment Department: actuarial tariff, underwriting) compliance AML legal consulting actuarial tariff, underwriting) development of corporate sales Claims and Benefits Service and assets allocation direct sales infrastructure management macroeconomic analysis Remote Channels Department: sales support management alternative investments Corporate Sales Department: benefits service and development of IT systems management of group insurance sales and sales network PZU Group strategy product and sales analysis · real estate investments project management and M&A IT support • treasury Financial Department: remote customer service **Group Network Department:** cybersecurity innovations and Al management of branch network information management corporate security Individual and SME Sales Department: · planning and controlling reinsurance corporate business development sales management and agency sales tax policy accounting network sales support insurance accounting · internal operations after-sales service for health insurance 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 Multiagency Sales Department: multiagency sales and sales network management Exclusive Sales Department: · exclusive sales and sales network management Cooperation with Banks and Strategic Partners Department: bancassurance (management of product and sales, actuarial tariff, analysis)

assurbanking

PZU Group banks

coordination and supervision of cooperation with

 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