



worldwide claims service

AVUS

OUR CLIENTS

are insurance and reinsurance companies, national insurers' bureaux and guarantee funds, insurance brokers, social security insurers and local authorities, as well as transport, leasing and car rental companies, car manufacturers and retailers, etc.

800
B2B-CLIENTS

€ 250 MM
CLAIMS VOLUME PER YEAR

COOPERATION PARTNERS
WORLDWIDE **100**

REGULAR CLIENTS WE HAVE
WORKED WITH FOR OVER 20 YEARS **80%**

OUR CREDENTIALS

come from clients we have served for decades – regional enterprises, public-sector institutions and multinational corporations.

OUR SERVICE OFFER

includes the investigation and evaluation of losses, claims handling and recovery action in personal injury cases, property and casualty claims as well as financial claims in over 120 countries.

120 COUNTRIES

MARKET EXPERIENCE
SINCE **1960**

70,000 CLAIMS PER YEAR
300 EMPLOYEES

OUR TEAM

speak over 30 languages, have a history of many years of experience in legal work and uses customised digital technologies.

WHY **AVUS**

01

WE HELP YOU SAVE TIME AND MONEY

What is exceptional for you is normal for us. Thanks to our experts, processes and IT infrastructure, we are able to handle your foreign claims quickly and cost-efficiently.
We coordinate all parties, such as loss adjusters, lawyers or garages.
We take the burden off your administration staff to optimise your claims expenditure.

02

WE OFFER A WORLDWIDE SERVICE

You cover losses incurred in countries in which you are not represented. We handle claims in over 120 countries – via a central point of contact for all claims, if requested.

03

WE ARE SPECIALISED IN CLAIMS HANDLING

Our independence safeguards your interests. We are neither brokers nor insurers, we do not underwrite insurance. We do not have any cross-ownerships with insurance companies, insurance brokers, IT service providers, loss adjusters or garages.

MOTOR INSURANCE

TRAVEL INSURANCE

HEALTH INSURANCE

ACCIDENT INSURANCE

LIABILITY INSURANCE

LEGAL PROTECTION INSURANCE



MOTOR INSURANCE



YOU PROVIDE INSURANCE FOR MOTOR VEHICLES AND/OR THEIR OWNERS, DRIVERS AND PASSENGERS



WE EVALUATE

claims for damages arising from personal injury cases as well as property and financial losses; we check their legitimacy, considering the applicable law – consulting external experts, if necessary.

WE SETTLE CLAIMS

by dismissing uncovered and unjustified claims (through legal action, if necessary) and by ensuring that legitimate claims for compensation are met.

WE OFFER

a pan-European network for the nomination of correspondents within the Green Card system, claims representatives within the scope of the EU Motor Insurance Directive, and representatives for the freedom of services within the European Economic Area.



INSURANCE FRAUD

On average, 10% of all insurance claims in Europe have a fraudulent background. We investigate all claims entrusted to us for insurance fraud.



RECOVERY

After the claims settlement process, recovery of amounts paid may be possible. We investigate and enforce your claims for recovery worldwide.



TRAVEL INSURANCE



YOU PROVIDE INSURANCE COVER

FOR CLIENTS HOLIDAYING,
STUDYING OR WORKING ABROAD



WE CHECK

claim statements, on merit and in terms of amount, for cancellation, delay, early return, medical evacuation and replacement of luggage in the event of damage, loss or theft – with the assistance of external experts, if necessary.

WE SETTLE CLAIMS

by dismissing uncovered and unjustified claims (through legal action, if necessary) and by ensuring that legitimate claims for compensation are met.

Our services relating to health, accident and liability insurance are listed on the following pages.



INSURANCE FRAUD

On average, 10% of all insurance claims in Europe have a fraudulent background. We investigate all claims entrusted to us for insurance fraud.



RECOVERY

After the claims settlement process, recovery of amounts paid may be possible. We investigate and enforce your claims for recovery worldwide.



HEALTH INSURANCE



YOU PROVIDE INSURANCE COVER

FOR CLIENTS UNDERGOING
MEDICAL TREATMENT ABROAD,
OR
YOU, AS A SOCIAL SECURITY INSURER,
PROVIDE MEDICAL COMPENSATION
FOR FOREIGN NATIONALS

WE CHECK

claim statements, on merit and in terms of amount, for medical treatment received,
hospitalisation, medicine, as well as medical evacuation.

WE SETTLE CLAIMS

by dismissing uncovered and unjustified claims (through legal action, if necessary)
and by ensuring that legitimate claims for compensation are met.

WE RECOVER

the costs of medical compensation incurred by you from the person liable,
his/her liability insurer or social security.



INSURANCE FRAUD

On average, 10% of all insurance claims
in Europe have a fraudulent background.
We investigate all claims entrusted
to us for insurance fraud.



RECOVERY

After the claims settlement process,
recovery of amounts paid may be
possible. We investigate and enforce
your claims for recovery worldwide.



ACCIDENT INSURANCE



YOU PROVIDE INSURANCE COVER

FOR CLIENTS HOLIDAYING,
STUDYING OR WORKING ABROAD

WE INVESTIGATE

the circumstances of the accident, particularly with a view to possible discharge from your duty to indemnify – consulting external experts, if necessary.

WE CHECK

claim statements, on merit and in terms of amount, for search and rescue operations, medical treatment due to an accident and medical evacuation;
we evaluate pensions granted for permanent invalidity and investigate the possibility of recovery of recoverable benefits.

WE SETTLE CLAIMS

by dismissing uncovered and unjustified claims (through legal action, if necessary) and by ensuring that legitimate claims for compensation are met.



INSURANCE FRAUD

On average, 10% of all insurance claims in Europe have a fraudulent background. We investigate all claims entrusted to us for insurance fraud.



RECOVERY

After the claims settlement process, recovery of amounts paid may be possible. We investigate and enforce your claims for recovery worldwide.



LIABILITY INSURANCE



YOU PROVIDE INSURANCE COVER

FOR CLIENTS CAUSING
DAMAGE TO THIRD PARTIES ABROAD

OR

FOR COMPANIES EXTENDING THEIR BUSINESS
OPERATIONS ACROSS NATIONAL BORDERS
OR EXPORTING THEIR PRODUCTS

WE CHECK

claims for damages due to personal injury, property or financial losses
for their legitimacy, considering the applicable law –
consulting external experts, if necessary.

WE SETTLE CLAIMS

by dismissing uncovered and unjustified claims (through legal action, if necessary)
and by ensuring that legitimate claims for compensation are met.



INSURANCE FRAUD

On average, 10% of all insurance claims
in Europe have a fraudulent background.
We investigate all claims entrusted
to us for insurance fraud.



RECOVERY

After the claims settlement process,
recovery of amounts paid may be
possible. We investigate and enforce
your claims for recovery worldwide.



LEGAL PROTECTION INSURANCE



YOU PROVIDE INSURANCE COVER

FOR CLIENTS
SUFFERING A LOSS ABROAD
OR
REQUIRING LEGAL COUNSEL IN
CRIMINAL PROCEEDINGS ABROAD

WE COLLECT AND INVESTIGATE

the facts relating to cases of personal injury, property and financial losses by
examining medical opinions, cost estimates, invoices for repairs, etc.

WE SETTLE CLAIMS

out-of-court.

WE ESTABLISH AND COORDINATE CONTACTS

with specialised legal representatives abroad in case of litigation.



INSURANCE FRAUD

On average, 10% of all insurance claims
in Europe have a fraudulent background.
We investigate all claims entrusted
to us for insurance fraud.



RECOVERY

After the claims settlement process,
recovery of amounts paid may be
possible. We investigate and enforce
your claims for recovery worldwide.



TOGETHER AHEAD FOR OVER 50 YEARS



The digitalisation of our processes leads to an increase in efficiency and transparency for the benefit of our clients.



Following the trend towards the globalized movement of persons and goods, we are positioning ourselves as a leading specialised service provider for worldwide claims handling.



Long before the fall of the Berlin Wall in 1989, we used to handle claims on either side of what was then the “Iron Curtain”.



International transit and tourism provide the basis for our position as a renowned partner for foreign claims handling.

OUR DNA

PIONEERS OF FOREIGN CLAIMS HANDLING



After World War II Josef Pscheidl founded a transport business. Under the impact of several severe traffic accidents, a self-help organisation for transport operators was set up, which in 1960 was transformed into a claims handling business: AVUS.



For claims in
Austria, CEE, Ireland,
UK and outside Europe

AVUS
HEAD OFFICE

For claims in
Western Europe, Scandinavia
and the Mediterranean Countries

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