

Right on your side

Today more than 500 people work for AVUS. More than 1,000 companies, among them primary insurers, reinsurers and public social security providers trust the expertise of the largest independent network for international claims services throughout Euromed.

# Right on your side

***Across all borders  
by our customers' side***

To look after the interests of our customers across national borders: this was the vision at the beginning of AVUS. Today our network is considerably larger, the experience more comprehensive and the range of services is wider. AVUS has become the largest international claims service network within Euromed.

And still, after all this time, what is right at the heart of all of our concepts and action is the principle of standing by our customers with our high competence, personal commitment and loyalty. Giving you security you can count on.

# Loyalty requires independence

***An independent company  
completely by your side***

There are only a few international claims service providers in the market who can act independently, without parameters imposed by higher authorities. And AVUS is one of them. Equipped with a solid financial base, we can operate as a fully independent company.

The only authorities we feel committed to are our customers. It is to them and their interests that our entire attention is directed. Paired with our limitless loyalty.



*The AVUS Headquarters in Graz, Austria*



# Proximity creates trust

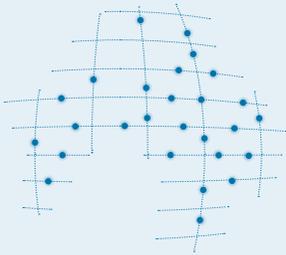
*Your personal contact close-by*

The branch offices of AVUS have specialists at your disposal who are thoroughly familiar with the legal and cultural peculiarities of these countries. It is a natural part of their work to maintain personal contacts close-by with our local customers. Likewise, it goes without saying that our staff keep all customers informed in a comprehensive manner – even beyond the technical background if required.

All country-specific knowledge and the local experience are part of the international network. Therefore AVUS is offering an overall wide range of expertise. And this, in its turn, makes it possible for us to be a reliable partner even in extraordinary cases.

# Security is based upon size

***No. 1 in Euromed***



AVUS is number one for international claims services in Europe and in the Mediterranean. In this area, which is referred to as Euromed, we offer the largest network of own branch offices. Thus we are ensuring the reliable processing of your orders.

However, the size of the company also brings other, essential advantages regarding quality, such as a unique pool of legal and cultural know-how, which is constantly growing through active exchange of knowledge within AVUS. And the reliability on the fact that our strict quality criteria are consistently observed. And finally the security of having direct and competent contact persons at your disposal – no matter what.





# Efficiency requires support

*More than just a team*

The efficiency of AVUS is based on the quality of our staff. Most of them are university graduates with outstanding language and social skills. On-going education keeps them up to date with current trends. The possibility to rotate jobs within AVUS provides additional dynamics. Supported by a state-of-the-art IT-system our staff can tap their full potential in the daily work.

On top of that there is the corporate culture of AVUS which provides our staff with the necessary support. Continuity and appreciation are high priorities to us. No wonder it is a pleasure to belong to the AVUS family.



# Satisfaction through choice

## *Your individual service package*

The services offered by AVUS have been and will continue to be developed according to the requirements of our customers. Thus a range of services was created over the last five decades which covers all aspects of claims services. It is up to you to define your specific and individual service package.

- | Claims handling of all kinds:  
both domestic and foreign
- | Filing of (damage) claims:  
direct or subrogated
- | Investigation of facts
- | Legal assessment of facts and questions  
related to foreign countries
- | Assignment and coordination of experts:  
for all areas of competence
- | Insurance fraud:  
identification and prevention
- | Consulting regarding foreign activities
- | Audit



# Tradition leads to the future

*At the beginning there was an innovative solution*

After World War II, Josef Pscheidl (1921–2007) established a company, which specialized in transportation between the sectors of the Occupying Forces in Austria. The freight-forwarding company prospered really well, but the consequences of traffic accidents led to considerable losses. The insurance sums were simply too low. Other freight forwarders were confronted with the same problem. Josef Pscheidl saw a niche market and therefore in 1960 he founded the “Allgemeines Versicherungs-, Unfall und Schadensberatungsbuero” (General Insurance, Accident and Claims Handling Bureau) or “AVUS”, for short.

At the beginning, business was limited to representing the interests of injured parties. With the increase of motorization in Europe, Josef Pscheidl – together with his son Dr. Dieter Pscheidl – started to build up an international network, which concentrated on cross-border claims services in an increased manner. By the end of the Sixties more and more large insurance companies entrusted AVUS with the handling of their foreign claims. The business concept proved right. During the following decades the network was expanded throughout all of Europe and beyond.

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