

ARAG Press Release

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ARAG SE Withdraws from the Australian Market

Existing Customers will Continue to be Supported in their Claims

ARAG SE will withdraw from the Australian market after almost six years. Existing policies will continue to be serviced and managed. ARAG Services Australia operates from Sydney as a Managing General Agent (MGA). In this business model, ARAG distributes legal expense insurances and handles claims. The business is underwritten by HDI Global Specialty.

“Unfortunately, business expectations in Australia have not materialised. We are constantly reviewing the potential of our start-ups. After almost six years, the market has not shown the response we expected. Therefore, it’s time for us to leave,” explains Dr. Renko Dirksen, CEO of ARAG SE, the decision.

ARAG’s customers in Australia will continue to be supported in their claims. However, ARAG Australia will not renew any policies nor take on any new business. Despite this decision, the achievements of the local team remain significant. They have played a key role in introducing and embedding legal expense insurance in the Australian market. Through their dedication and consistent customer-first approach, they have successfully raised awareness of this important insurance product. “We extend our sincere thanks to our Australian colleagues for their outstanding efforts, and to our distribution partners, brokers, and legal networks for their ongoing support,” said Renko Dirksen.

ARAG SE continues to focus on the internationalisation of legal expense insurance business. At the beginning of this year, the company opened a branch in Helsinki, Finland through its Norwegian subsidiary HELP Forsikring to develop that market. “The internationalisation of ARAG has been a success model for more than 65 years. Not least because we act when things are not going well enough,” says Dr. Renko Dirksen.

ARAG Pressemitteilung

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ARAG is the largest family-owned enterprise in the German insurance industry and has positioned itself as a versatile quality insurer. It is the leading legal insurer worldwide. Active in 19 countries – including the US and Canada – ARAG is also represented by international branches, subsidiaries and shareholdings in numerous international markets in which it holds a leading position as a provider of legal insurance and legal services. Besides legal insurance, it offers its customers in Germany its own unique needs-based products and services covering casualty and property insurance and health insurance. With more than 6,100 employees, the Group generates revenue and premium income totaling over €2,8 billion.

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Board of Management Dr. Renko Dirksen (Chairman) · Dr. Matthias Maslaton · Wolfgang Mathmann · Dr. Shiva Meyer ·
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