



24 Hr Advice Lines

General Legal Advice

Mondial's comprehensive legal advice programmes are handled by our in-house legal team with access to experienced specialists and legal representation in all relevant areas of UK law. Through a Legal Advice Helpline, your customers can have 24 hour telephone access to advice on all personal matters such as motoring, property, consumer, employment and travel law.

Medical Advice

Access to a medical professional for strictly confidential general advice and support on medical issues. Mondial have full-time medical and nursing staff on call every day of the year at our UK headquarters, together with a Worldwide network of professionals with invaluable local knowledge. (Please note that this service is not intended to detract or substitute normal medical care. The service is not an emergency one and will not provide diagnosis or prescribe treatments.)

Pre-Travel Advice

Advice prior to, or during a holiday or business trip on such issues as currency requirements, medical requirements, embassy/consulate details and local medical facilities.

Household Technical Line

Access to a fully vetted network of over 1,000 franchise operators, regional and local repairers with specialised knowledge in the major household trades such as building, roofing, electricians, glaziers and brown and white goods engineers.

Many of our competitors have thousands of contractors on their database. At Mondial Assistance we believe in building long-term relationships with our suppliers and this includes our contractor network. In trimming back our network we are able to provide them with a constant flow of business that will complement their weekly work load. As a result we have a close relationship with our contractors who in turn respond to our clients customers speedily each and every time.

Domestic Emergency Call Out

Mondial's home emergency assistance is designed to provide the customer with simple and emergency, such as a burst pipe or broken window. Trader costs for assistance are met by the customer, but ultimately they would be able to reclaim under their contents/building cover.

Lost Keys Assistance (Motor & Home)

24 hour access to a locksmith in the event of lost or stolen keys.

Service Area Support

24 hour access to multi-skilled advisors

Hardship Fund

24 hour access to multi-skilled advisors who will provide advice utilising the clients short scripted responses.