

News Release

Mondial UK Wins Contract to Deliver Total Travel Insurance Solution

The UK's largest private home, motoring and leisure association, **csma** (Civil Service Motoring Association) has appointed Mondial UK to deliver its branded Travel Insurance to its 381,000 members. This significant win for Mondial sees it take responsibility for managing sales, medical screening, claims handling and international medical assistance.

Over 35,000 travel insurance policies were bought by **csma** members in 2005. The move by **csma** to outsource the entire operation of its Travel Insurance offering to Mondial reflects a desire to further enhance the service received by its members. Martin Oakley of **csma** comments: 'At **csma** we are constantly striving to improve the service we deliver to our members. As a membership organisation, run for our members, it was vital we chose a partner that understood our ethos of helping our members get more for their money and in turn, more out of life. Mondial was an ideal choice for us. Their dedication to service and quality shone through.'

csma members will still be able to choose from the same great value for money levels of cover, but with the added advantage of having just one number to call. Mondial's dedicated **csma** call centre means there is no need to dial a different number to declare medical conditions. As part of the policy documentation, Mondial has created a credit card sized card of 'Important Numbers' that will fit into a **csma** member's purse or wallet. This provides them with all the numbers they need in case of an emergency, giving them faster and easier access to support when it is most needed.

Adds Steve Hook, Director of Corporate and Travel for Mondial UK: "In the face of some very strong opposition, our ability to implement and effectively operate a solution that brings together all the elements of a Travel Insurance offering under one roof and one which doesn't compromise quality of service, was key to securing this latest important contract win for Mondial UK."

Ends

June 2006

Note to Editors

Mondial UK is a leading provider of customer support services to the motor and travel industries, insurance companies and other blue chip organisations. As a member of the global Mondial Assistance Group, Mondial UK provides services to customers 24 hours a day, wherever they are all over the world.

The Mondial Assistance Group, part of the world's largest insurance company Allianz of Germany, provides customer care contact to over 200 million individuals world-wide. Many of the world's leading organisations benefit from Mondial Group services each year, ranging from Motor Assistance, Customer Information and Care Contact, Marketing Programmes, Fulfilment, Breakdown and Accident Management, Warranty Services, Travel Insurance and Assistance, Property Assistance and Advice Lines.

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