

# News Release

## **MONDIAL INVESTS IN CORPORATE AND TRAVEL DIVISION**

### **Claire McKinnon appointed National Sales Manager**

Mondial has appointed Claire McKinnon as National Sales Manager for its Corporate and Travel Division. Reporting to Steve Hook, Director of Corporate and Travel, Claire will be responsible for the successful growth of the business from new and existing customers and leads a newly expanded team of Business Development Managers.

Claire McKinnon was previously Head of Sales & Marketing for Mondial until 1997, before taking a career break to have a family. Her in-depth knowledge of the industry means she is returning to Mondial with a wealth of expertise and even more enthusiasm and energy, which will be crucial in her new role as National Sales Manager. Claire aims to build upon the successful business opportunities and contract wins recently achieved by the company.

Claire says of her position: "I am thrilled to be joining Mondial once again. Despite various changes to the industry, Mondial has been undeterred in its commitment to customer service, which is something I am keen to develop. I also want to expand the e-commerce opportunities for Mondial and look forward to working with the new team to create a winning strategy."

Steve Hook, recently promoted to the position of Director of the Corporate and Travel Division, will be responsible for the overall profitability generated by the new business growth. Steve joined Mondial eight years ago as Business Development Manager and has an in-depth understanding of Mondial's sales and operations strategies across all areas of the business.

The sales team has been further boosted by the appointment of two business development managers. Yianni Katsiavriades will be focusing on the newly identified Corporate and Direct Travel sector. Richard Young joins as business development manager for the traditional Insurance and Assistance market. Both will be working alongside the business development manager for e-commerce activity.

Steve Hook comments: "Claire is a valuable addition to the team and she will play a key role in defining the direction of the corporate side of the business. The continued growth of the team is a strong reflection of our success in new business development and demonstrates our commitment to all our customers. Mondial continues to invest in highly qualified professionals offering us a firm foundation on which to build a market leading and profitable division."

ENDS

**November 2004**

**Note to Editors**

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 blue-chip 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.

**For further press information please contact:**

**Antonia Connolly, Claire Foster or Justine Hoadley, HSL**

Tel: 020 8977 9132

Email: [justine@harrisonsadler.com](mailto:justine@harrisonsadler.com)

Press Office:  
Harrison Sadler Limited

Tel: +44(0) 020 8977 9132

Fax: +44(0) 020 8977 5200