

News Release

Mondial goes the extra mile to provide customer support

Following a successful pilot programme in 2003, Mondial is locating nine technicians for the summer season in France and Spain. Technicians will be operating over a 12 week period to support UK customers over the summer holiday period. They are based in popular tourist destinations and will provide a friendly English face in times of assistance.

A motoring mishap can be a stressful enough situation without it happening when you are on holiday, in unfamiliar surroundings and miles from home. Issues such as language barriers and availability of dealers over the summer period can make an otherwise simple incident much more of a headache.

Whilst Mondial has access to its European network of recovery agents, complications can occur in Europe. Issues such as language can cause problems in communicating as well as the difference in specification for right hand drive vehicles and parts availability which make motoring in continental Europe more complicated. In addition, the fact that many people in Continental Europe also take their own holidays during this period means that emergency repairs can be difficult to accommodate into the normal workload. The new UK technician team will significantly reduce customer inconvenience by effecting simple repairs, where previously vehicles may well have ended up being repatriated.

The ability of Mondial's Technicians to repair vehicles at the roadside not only allows customers to continue with their holiday plans with the minimum of inconvenience, but also removes the need for hire cars, accommodation, recovery to a dealer or repatriation of the vehicle. Even if the UK technician can't fix the problem at the roadside they are able to manage the situation on the customer's behalf as they have direct access to Mondial's call centre and European network. At the very least with greater technical insight the fault can be diagnosed more accurately and appropriate action then taken to provide the best solution.

Mondial's Technicians are operating with a complete range of diagnostic equipment, satellite navigation and a wide range of parts. Technicians also have access to courier services from the UK should they require further parts in order to effect a repair.

Comments Richard Bush, General Manager of Mondial Technical Services, "We trialled this programme last summer with a great deal of success. We were able to significantly reduce the number of repatriations for minor breakdowns and hope to build upon this success during the coming months. Customer's holidays may be ruined if they are unable to receive emergency attention. This programme aims to minimise the effect of breakdown or other motor related incidents to allow the customer to enjoy their holiday with the minimum of disruption and to return home with their vehicle."

Ends

June 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.

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