

How can we help?

Mondial Assistance and Air France sign an exclusive international agreement for the distribution of travel insurance and assistance products

Air France extends the Mondial Assistance offer to its entire international distribution channel network (Air France agents, airport counters, long-distance sales, internet sites...)

Paris April XX 2009 –

Air France's internet site in France has been selling Mondial Assistance travel assistance and insurance contracts since July 1st, 2006. This partnership has been so successful that the airline decided to expand it internationally. Today the offer extends to Germany; soon it will be deployed in the other main European countries. It will also be enlarged to cover North America and the Asia Pacific region sometime in 2009.

Mondial Assistance offers Air France customers a range of products that include everything from travel cancellation insurance to the most comprehensive multi-risk contracts, which cover repatriation, medical costs incurred abroad, or lost or damaged luggage. Customers have the option to purchase these products at the time they purchase their airline tickets.

« Thanks to this new partnership and to our international network alliance, Air France has reinforced the quality of the travel services it offers to each of its customers,» declares Patrick Roux, Marketing Director for Air France – KLM.

« Fully aligned with a policy of quality, trust and customer service, Air France is offering these contracts at very attractive set rates, calculated according to the value of the airline ticket. Therefore, for example, flight cancellation/ missed flight insurance for a 300€ airplane ticket would be

e-Magin: Mondial Assistance's Internet Platform serving Air France

e-MAGIN is an information and communications tool designed by the Mondial Assistance Group. It enables flexible and homogenous integration of travel insurance sales realised in travel agencies and via different distribution channels at an international level. The e-MAGIN platform received more than 300 million requests in 2005 with an availability rate of 99.91% in 17 countries. Fully secured and administered by Mondial Assistance teams, e-MAGIN relieves Air France of any and all contract management.

« The conclusion of this partnership agreement once again demonstrates that Mondial Assistance is able to design products that are adapted to the needs and expectations of its B2B customers and to accompany them in their ambition to develop internationally with a technological platform that is unique on the market,»

declares Erick Morazin, International Sales Director for the Mondial Assistance Group.

Mondial Assistance: an intervention every 2 seconds around the world.

International leader in Assistance, Travel Insurance and Personal Services, today the Mondial Assistance Group counts more than 9 817 employees who speak 40 different languages and work throughout the world with a network of 400,000 service providers and 180 correspondents. 250 million people, or 4% of the world's total population, benefit from its services, which the Group provides on all five continents. Mondial Assistance is a member of the Allianz Group.

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