

News Release

KEEPING FSA FOCUSED

Mondial UK Invests in Training Solutions from Searchlight

After completing its evaluation and training needs pre FSA regulation changes, which came into force on 14th January this year, Mondial UK has renewed its contract with training experts Searchlight Solutions.

All of Mondial's claims and recoveries handlers participated in interactive training workshops covering the principles and practices of travel insurance and travel insurance awareness. These workshops involved the use of case studies, Mondial's own policy documentation, exercises, quizzes and role play.

To ensure that Mondial's call handlers maintain FSA awareness and continue to offer the highest levels of customer service, all claims handlers have been given access to Searchlight Solutions online. This provides an alternative to face-to-face training and serves as an additional method of widening and refreshing knowledge by using it in combination with workshop sessions.

The e-learning modules offer courses and tests set against competencies defined by the business. The duration of the programme and the intervals at which staff are briefed is totally flexible. The process is fully automated once the user registers for the particular e-learning module and questions are received via email for completion. The application analyses where questions have been incorrectly answered and takes the student back to the relevant e-course or module to continue the learning and bridge any knowledge gaps if necessary.

Comments Steve Hook, Director for Corporate and Travel at Mondial UK, "The new FSA regulations have been given the highest priority. We invest a great deal of time and money in staff training to ensure that we deliver the highest possible level of customer care. All key staff are aware of the new FSA regulations and we aim to ensure that our agents meet the requirements now and in the future to ensure that we remain ahead of our competition."

Ends

March 2005

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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