

## **JACK STAPLETON HONOURED WITH IVR FELLOWSHIP**

**Mondial's Network Development Manager recognised  
by The Institute of Vehicle Recovery**

Jack Stapleton, Network Development Manager for Mondial Assistance, has been awarded a Fellowship of The Institute of Vehicle Recovery (F.I.V.R). Recognising his commitment to the recovery industry, Jack was presented with the award on Saturday 8<sup>th</sup> March at the IVR Silver Jubilee Annual General Meeting, Dinner and Dance, held at the Bosworth Hall Hotel, Market Bosworth, Warwickshire.

Mike Webb, Managing Director of Mondial comments, "This award comes at the pinnacle of a career that has been built on dedication and commitment to raising standards and leading the industry forward in best practice at every level. Jack is a highly valued member of the Mondial team and continues to be a driving force in the quality of our roadside assistance service."

Jack joined Mondial in March 1995 as Regional Network Manager, where he was in charge of the development and management of the vehicle recovery network and client dealer interface for the North region. He stepped into his current role in 2004, where he continues to set new levels of quality and implement innovative strategies for the development of Mondial's recovery service provider network.

In 1998, Jack was awarded the Frank Smith Memorial Trophy by the Association of Vehicle Recovery Operators (AVRO) for the person making the most significant individual contribution to the recovery industry by raising its standards and image. His illustrious career includes nearly 24 years in the Corps of Royal Electrical & Mechanical Engineers (R.E.M.E.). While serving in the army as a Recovery Mechanic, he also became a category 'F' member of AVRO and became a full member of the IVR in 1984. Jack represents Mondial in all industry and government association activities.

Mac Hobbs, the chairman of the IVR concludes, "Each year we select an individual deserving special recognition for their contribution to the industry. Jack is held in high esteem within the recovery industry and has shown unflinching dedication and commitment to raising standards. As a highly respected member of the industry we are delighted to award Jack a Fellowship of the Institute."

Ends

March 2008

**Notes to Editors**

**Mondial Assistance** in the 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 Assistance provides services to customers 24 hours a day, wherever they are all over the world.

Worldwide leader in assistance, travel insurance and personal services, today **Mondial Assistance Group** counts nearly 8,000 staff members speaking over 40 languages. They work throughout the world in collaboration with a network of 400,000 service providers and 240 correspondents. 250 million people, or 4% of the world population, benefit from the Group's services, which it proposes on 5 continents in over 25 countries. The Group mainly operates under its three international brands: ELVIA, Mondial Assistance and World Access.

Mondial Assistance Group is a member of the **Allianz Group** through AGF and RAS International, each holding a 50% capital stake. [www.mondial-assistance-group.com](http://www.mondial-assistance-group.com)  
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