



News Release

Mondial Assistance Ireland

Media Backgrounder

What is Mondial Assistance Ireland?

Mondial Assistance Ireland specialises in providing transparent, brand support services to the motor industry, finance and insurance companies and other blue chip organisations. It is a subsidiary of the global Mondial Assistance Group and is the organisation behind many travel insurance and road assistance brands.

What does the Organisation do?

All of its services, including travel insurance, roadside assistance, warranty solutions, marketing fulfillment and customer services support, are operated in the name of its Clients. But at the very heart of each of these services is a fully functioning, highly skilled, 24/7 call centre operation. Different Client brands and different service areas are supported by dedicated call centres manned by Mondial employees.

Who are Mondial Assistance Ireland's Clients?

Mondial Assistance Ireland works with many leading motor and travel assistance brands as well as finance and insurance organizations including:

Aer Lingus

Allianz

AR Brassington

Bank of Ireland

BMW

Central Wings

CIS Building Society

Chrysler

Chubb

Eagle Star

Fiat

Ford

Jaguar

Kia

Mazda

MINI

Mitsubishi

Motor Caravan Club

Permanent TSB

Ryanair

Saab

Subaru

Suzuki

Venson

Vivas Health

How many Employees does Mondial Assistance Ireland have?

Mondial Assistance Ireland has an employee base of over 30 staff, including call centre operators based in Dublin, technicians and a dedicated Customer Care Manager, Finance Manager and Business Development Manager.

Who is responsible for developing the business in Ireland?

Martin Lyons joined Mondial Ireland as General Manager in November 2004. Bringing 15 years of Management and Sales experience, Martin has played an integral role in the growth and expansion of the business in Ireland over the past two years.

For further information about Mondial Ireland, visit www.mondial-assistance.com or call Claire Foster, Lauren Helm or Justine Hoadley on 0044 20 8977 9132 or email lauren@harrisonsadler.com

-ENDS-

January 2007

Note to Editors

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

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 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:

**Lauren Helm, Claire Foster, Parm Evans or Wendy Harrison
HSL
Tel: 020 8977 9132 or email claire@harrisonsadler.com**

Press Office:
Harrison Sadler Limited

Tel: +44(0) 20 8977 9132
Fax: +44(0) 20 8977 5200