

MONDIAL ASSISTANCE WORKING WITH INFINITI TO REVOLUTIONIZE THE OWNERSHIP EXPERIENCE IN THE PREMIUM SECTOR

Mondial Assistance has signed a new contract with luxury car brand Infiniti (www.infiniti.eu), which has opened its showroom doors across Europe as part of its global expansion. The pan-European agreement will see Mondial Assistance provide market-leading Mobility and VIP Services across more than 19 European countries, underpinning Infiniti's unique Total Ownership Experience.

The Infiniti Total Ownership Experience is centred on a commitment to delivering personalised service and professionalism at every stage. Thanks to the inspiring design and performance of Infiniti cars, the welcoming retail environments of Infiniti Centers and an innovative customer service culture, Infiniti customers will enjoy the benefits of hospitality, driving pleasure and peace of mind at the core of the Infiniti identity. Infiniti's European model line-up includes the Infiniti G Sedan and Coupé, Infiniti EX crossover, Infiniti FX performance crossover and – from mid-2009 – the Infiniti G Convertible, all supported 24/7 across Europe by Mondial Assistance.

In particular, Mondial Assistance was chosen for its outstanding reputation and track record among premium and luxury manufacturers and its ability to deliver a bespoke and flexible service that reflects the Infiniti brand values, most notably the Peace of Mind that Infiniti customers enjoy the world over.

"Infiniti is a performance luxury brand crafted to inspire at every turn, moving the driver emotionally as well as physically, and we put the customer at the heart of everything we do," explains Gaëlle Le Grouiec, Customer Service Director of Infiniti. *"We are a progressive brand, creating a new kind of prestige car experience and Mondial Assistance is the perfect partner to help us deliver the quality our customers expect, when they need it most."*

"Mondial Assistance joins Infiniti's network of partner brands that think and act with the customer as top priority, and provide impeccable service at every stage of ownership. Mondial Assistance is able to deliver an individual roadside assistance programme that is focused on the owner rather than the car, keeping our customers on the move and taking the stress out of any circumstances where their vehicle is off the road. It is about delivering a subtle, professional and individualised service at a key moment of truth," adds Gaëlle Le Grouiec from Infiniti.

Simon Cook, International Automotive Sales Director, Mondial Assistance comments, *"This is a hugely exciting win for Mondial Assistance because Infiniti is a major new brand that is bringing a completely new and unique ownership experience to motorists across Europe. Infiniti is a prestige manufacturer that places the emphasis on the ownership experience and Mondial Assistance has been selected because of our proven ability to deliver world-class service and our track record of delivering on our commitments to prestige clients."*

Notes to Editors:

Mondial Assistance Group: an intervention every 3 seconds around the world.

International leader in Assistance, Travel Insurance and Personal Services, today the Mondial Assistance Group counts more than 9,356 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. The Mondial Assistance Group is a member of the Allianz Group. www.mondial-assistance.com

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Press Release