



Corporate & Travel

Property Emergency Service



Providing emergency service in the home and workplace...

Property Emergency Service from Mondial UK adds appreciable value to the existing products of insurance companies, building societies or other financial institutions, providing a genuinely beneficial service and a distinct competitive advantage.

The effects of gales, water damage and fire can be devastating. Mondial UK is able to supply qualified tradesmen such as plumbers, glaziers and roofers to assist customers in distress and repair any damage quickly and cost-effectively.

- Dedicated helplines operate 24 hours a day, 365 days a year linking your customers to our dedicated operations centre.
- One telephone call to our professionally trained co-ordinators is all that is needed to take care of any situation. We will assess the extent of the problem and, if necessary contact one of our many approved tradesmen - from plumbers and builders to locksmiths and glaziers.

But we do more than just that...

- Our extensive nationwide network of approved contractors are continually monitored to achieve the high levels of service we and you as the client expect.
- We can provide our property services as a helpline only or insured emergency service to both the domestic customer and the SME marketplace.
- Following each assistance we make a courtesy call to all customers to check that the situation has been dealt with and the work carried out to the customer's satisfaction.
- We process all the claims directly through our claims department and settle the tradesmen's accounts ourselves, streamlining the whole administrative process, reducing red tape and making it as convenient as possible for your customers.
- We produce valuable data-based statistics on the frequency and type of assistance experienced by customers, providing essential information for clients when pricing future contracts and predicting the incidence of claims.
- Mondial UK can help our clients in offering the service as a mandatory inclusion, or offer the service as an optional retail basis and help you to achieve the maximum commission available from this extra revenue stream, and provide training in maximising conversion levels.

Our clients include...

Centrica
Cornhill Direct
GHBC Insurance Brokers
Lloyds TSB Insurance
Saga Services
St. Andrews Group



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