

News Release

MONDIAL APPOINTS OPERATIONAL ACCOUNT MANAGER Paul Doran takes the helm of key Nationwide account

Mondial has appointed Paul Doran as Operations Account Manager for Nationwide, making him the driving force for this major account. Nationwide and Mondial UK are one year into a three year agreement for the provision of its bespoke travel insurance and assistance services to customers. As part of the team behind this success, Paul is the ideal person to oversee the partnership's ongoing development.

Paul has been at Mondial for five years, starting out in General Insurance Operations. In 2004 he started working as part of the team handling the newly won Nationwide account. In the first year, his team achieved and delivered all of the service levels set and Paul aims to continue this level of excellence.

Handled completely in-house, Mondial provides Nationwide with a fully branded all-encompassing service, managing sales, claims handling, policy fulfilment, renewals and international medical assistance. Nationwide customers benefit from a total insurance solution including both single trip and annual cover. Customers also have access to a pre-travel advice line as well as Mondial's in-house International Medical Assistance department.

As part of his new role, Paul's responsibilities include overseeing the operation of the dedicated policy sales call centre, product development and business objectives. He will also ensure customer service remains a key focus for Mondial's team of 30, handling the Nationwide account.

Paul comments: "This is an exciting opportunity and I am keen to work on growing the account, making it more profitable for both Mondial and Nationwide. My key objective is to improve the sales conversion rate, while maximising the potential of the account."

Steve Hook, Director for Corporate and Travel of Mondial concludes, "Paul has already proven himself as a very valuable member of our management team, and the decision to appoint him to his new role was an easy one. I am confident that Paul will continue to build on the success he has achieved so far and help develop the long term future partnership between Mondial and Nationwide."

END

August 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 bluechip 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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