

News Release

TOP VEHICLE TECHNICIANS RECOGNISED AT MONDIAL UK

First ATA registered technician announced

Mondial UK technician Nigel Halliday is the company's first staff member to gain the industry recognised 'Automotive Technician Accreditation' (ATA). In addition, Mondial Technical Specialist, Iain Kershaw came joint second in the Top Technician 2005 competition. These two successes are a reflection of Mondial's focus on quality skills and training for all its technicians.

Launched in June 2005, ATA is designed to raise standards of car servicing and repair by testing the current competence of technicians working in the retail motor industry. This voluntary assessment system, governed by the Institute of the Motor Industry (IMI), aims to clearly recognise technical competence and raise the professional status and credibility of skilled individuals. It also provides a benchmark for technician recruitment and career development and significantly improves consumer confidence in the retail motor sector.

Mike Donley, Training Manager of MondialUK comments, "We fully support the ATA initiative and are delighted to see Nigel gain accreditation. It is testament to his skills, coupled with an ongoing commitment to training. This scheme is a real benefit for the motor industry, helping it maintain and reward high quality technicians, as well as best practice."

Iain Kershaw is a Mondial Technical Specialist for Volkswagen Commercial Vehicles in Milton Keynes and gained second place in the Top Technician 2005 competition (www.toptechnician.co.uk). With 'Master Technician' status, Iain is highly skilled in providing fully branded technical support for VW commercial vehicles. This competition is a benchmark of distinction in the automotive industry, supported by ReMit and the IMI. Entrants have to pass two theory tests and a practical assessment.

Similarly, the ATA requires technicians to sign a code of conduct, followed by a series of timed practical tasks that must be passed. Each task is adjudicated by an ATA-registered assessor and includes an on-line knowledge test before accreditation is achieved. Successful individuals are issued with a unique photo identity card, valid for five years and are listed on a public on-line register. ATA-registered technicians must be re-assessed after five years to maintain their credentials.

Donley concludes, "Both these successes are great for Mondial and prove the quality and professionalism of our staff. As a supplier of branded services, it is essential our clients can depend upon our staff, knowing they have the level of skill needed to carry the reputation of manufacturers. The ATA provides us with a way of recognising the calibre of technicians we have and Mondial will continue to support the system."

ENDS

July 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 blue-chip 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:

Antonia Connolly, Claire Foster or Justine Hoadley, HSL

Tel: 020 8977 9132

Email: justine@harrisonsadler.com

Press Office:
Harrison Sadler Limited

Tel: +44(0) 020 8977 9132

Fax: +44(0) 020 8977 5200

ARGENTINA AUSTRALIA AUSTRIA BELGIUM BRAZIL CANADA CHILE CZECH REPUBLIC FRANCE GERMANY GREECE HUNGARY IRELAND ITALY JAPAN
LUXEMBOURG MOROCCO NETHERLANDS POLAND PORTUGAL SLOVAKIA SPAIN SWEDEN SWITZERLAND TURKEY UNITED KINGDOM USA