

News Release

MONDIAL IRELAND EXPANDS INTO NEW OFFICES

Building on success and growing the business in 2005

Mondial's ongoing success sees its Ireland division moving into new offices in Sandyford, South Dublin. The continued growth of the business in Ireland is such that it needs larger premises to facilitate a growing team, supported by state of the art technology. Investment in the latest call centre systems, including Cisco IP phones and dynamic call routing, enhance Mondial's service and support the division's expansion strategy.

Mondial Ireland provides high level assistance services to leading motor manufacturers such as BMW, Volkswagen, Jaguar Suzuki and Mazda. The team also has major clients in the finance and insurance markets including Bank of Ireland Northern Ireland, ICS, Allianz, Eagle Star and Chubb. Supporting the growth of the team is the appointment of Martin Lyons as general manager for Mondial Ireland. He will be instrumental in driving the business forward and maximising opportunities for further growth and employment in 2005.

Martin Lyons, General Manager of Mondial Ireland comments, "The renewed focus is to aggressively grow the business in the Irish market through the existing client base, for example warranty services to our motor clients. We also aim to identify niche markets to sell services such as travel insurance, medical, legal and domestic assistance, including on-line service providers and travel organisations. Another key growth area that we have identified is in CRM, which can be further utilised with the latest call centre technology that we have now employed and allows clients to retain customer loyalty in a measurable, cost efficient manner. 2005 is set to be a positive year."

END

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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.

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