

News Release

A WINNING TEAM

MONDIAL UK AND NATIONWIDE PARTNERSHIP BUILDS ON FIRST YEAR OF SUCCESS

Nationwide Building Society has committed to another year of partnership with Mondial UK, for the provision of its bespoke travel insurance and assistance services to customers. This follows a review of its business one year into a three-year contract. With its dedicated team handling almost 400,000 calls and with over 50% of all quotes resulting in sales, Mondial has proven its success in the first year.

Handled completely in-house, Mondial provides Nationwide with a fully branded all-encompassing service, managing sales, claims handling, policy fulfillment, renewals and international medical assistance. Nationwide customers can 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.

Steve Hook, Director for Corporate and Travel of Mondial comments: "It has been a great first year of partnership with Nationwide. We have exceeded expectations in terms of service levels and customer satisfaction levels are high, demonstrating the quality of our dedicated team of staff.

"Since winning the contract, FSA regulations have come into force and Mondial invested in its procedures, working closely with Nationwide, to ensure compliance. All documents and call scripts meet FSA standards, which has enabled us to continue the high quality of service we provide Nationwide and its customers."

Jackie Lawrence of Nationwide comments, "We are delighted with the level of support and service Mondial has already provided and look forward to working closely with the team over the next couple of years to further tailor our travel insurance offering. The fact that Mondial provides a full suite of services in-house was a key component in our decision to place the contract. This is an assurance of quality and the results are already speaking for themselves."

ENDS

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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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