

News Release

GROWTH OF MONDIAL'S TECHNICAL SERVICES CONTINUES

With appointment of General Manager - Technical Services

Mondial UK is announcing the appointment of Robert James as General Manager - Technical Services, who brings over 15 years experience in technical services and operations management to the business. Robert will be responsible for the delivery of all aspects of Mondial's services at the roadside including dedicated technicians, recovery operators, hire cars, dealer and technical support both at home and abroad.

Robert explains, "I am delighted to be re-joining Mondial as it continues to lead the market in bespoke roadside assistance, and win major manufacturer contracts Mondial's technical services department has experienced rapid growth and I aim to support its future development by focusing on the delivery of our in-house roadside services and enhancing overall standards including internal technician training. Our sub-contractor network is of equal importance and I am looking forward to working with our external partners."

Mondial has gone from strength to strength with its technical services division. Robert's department will be managing exceptional roadside staff such as Nigel Halliday who gained Master Technician status in the industry recognised 'Automotive Technician Accreditation' (ATA) scheme, and Mondial Technical Specialist, Iain Kershaw, who came joint second in the Top Technician 2005 competition.

Over the summer months, Mondial place technicians in Europe to provide vital breakdown assistance to UK holidaymakers. As well as managing these European Technicians, Robert's area of responsibility will also involve managing sub contractors such as Enterprise Rent-a-Car and Vodafone.

Robert's successful career began at Lancia UK where he worked for 10 years, starting as a Press Fleet Technician to finally becoming the General Service Manager. Following this Robert became Regional Technical Manager for London and the South East at Honda UK His successful career then took him to Porsche Cars Great Britain, where he was Customer Relations, Tax Free Export and Diplomatic Sales Manager.

Robert first joined Mondial as the UK Network Manager some ten years ago and moved onto Technical services. Five years later, he became Operations Director for Queens Automotive, which operates one of the largest fleets of car and commercial recovery vehicles in the UK. Just prior to leaving, Robert successfully signed Queens as a Ford Authorised repairer.

Mike Webb, Managing Director of Mondial UK comments, "There have been many changes and significant growth in Mondial's Technical Services area. Our new training centre in Warrington and ATA accreditation are just two areas Mondial has excelled in. In his role as General Manager – Technical Services, Robert's wealth of industry expertise will be invaluable and will play a key role in the future development of the department. He will provide the team with a greater strategic focus, ensuring Mondial's technical services and staff continue to deliver the highest quality customer experience."

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Note to Editors

Mondial UK is a leading provider of customer support services to the motor and travel industries, insurance companies and other blue chip organisations. As a member of the global Mondial Assistance Group, Mondial UK provides services to customers 24 hours a day, wherever they are all over the world.

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 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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