

News Release

Mondial invests in technology to improve access to services for its deaf, hard of hearing and speech-impaired customers

Mondial Assistance UK receives in excess of two million calls each year from its customers each requiring varying types of assistance, ranging from roadside assistance, medical assistance, travel claims, domestic emergencies or advice on legal matters.

In order to ensure that Mondial meets the needs of all of its customers and continuing its commitment to investment in state of the art technology, it has purchased TextBox from Sensory Communications. This new system allows a deaf, hard of hearing or speech-impaired user of a textphone (commonly known as a minicom) to connect directly to Mondial's Co-ordinators TextBox Communicator application on their PC screens. Mondial is the first assistance provider to use this technology.

TextBox provides an easy to use interface that makes text call reception and handling simple. Calls are live and interactive with the customer, on screen - very much like web chat or MSN messenger. Incoming calls are indicated by a pop-up window and sound notification and if a Co-ordinator is already on a voice call when a text call comes in, the call is simply forwarded to the next available Co-ordinator.

TextBox incorporates the V.18 world standard protocol and is compatible with the vast majority of textphones around the world. TextBox also accepts calls from Textphones with the ability to work over mobile phone networks, so that deaf users can call for emergency assistance from the roadside. The text conversation can then be saved as a text file, and can be loaded into Mondial's bespoke database, MACE to be included in the reporting of detailed Management Information which then helps clients to understand customer's needs for future reference.

Comments Suzi Jones, Operations Director for Mondial, "We are constantly looking for new ways to ensure that we can provide the highest level of customer service possible. Investing in TextBox means that Mondial can provide yet another way for customers to access our services. "

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