



### **Mondial's Property Helplines and Home Emergency Insurance:**

- Optimises the customer experience by ensuring that customer inconvenience is minimised through a dedicated Property Helpline and Home Emergency Insurance Service
- Enhances the control of the claims process through efficient co-ordination of the dedicated assistance resource and complete control of the claims process including the provision of repairer feedback and support
- Generates the opportunity for add on sale commission by a Retail Sale Add-on programme offered to all policyholders
- Generates the opportunity for a Renewal solicitation programme for Home Emergency Insurance sold as an Add-On Retail product creating further revenue generation opportunities