

News Release

MONDIAL UK STREAMLINES WARRANTY PROCESSES

Warranty Extranet Facility Provides Online Access For Claims

Mondial UK has proved its success in bringing manufacturer dealers the latest innovation for fast, efficient claims and warranties processing. Launched in January 2004, Mondial's 'warranty extranet' already serves a number of key manufacturers including Volkswagen Cars, Audi and Mercedes-Benz and the list is growing. The system has been highly successful, enabling dealerships to register thousands of new car warranties and claims online.

The fully branded extranet system makes the whole claims and warranty process more efficient, reducing errors, delays and bureaucracy.

Simon Cook, Head of Warranty and Services Programmes at Mondial UK, explains: "Our warranty extranet was specifically designed to be efficient and cost effective to use. To register a warranty, dealers simply log on and the system will automatically generate a policy number. The correct product can then be auto selected at the touch of a button. Registering claims is quick and seamless, the moment a claim is logged it can be actioned instantly, with no need for telephone calls or waiting for paperwork to come through.

"Dealers also benefit from improved data quality as all vehicle information is auto populated. Once the car registration is typed in, details such as make, model, and engine size are automatically produced, making it even faster and minimising data entry errors. The warranty extranet is part of Mondial's commitment to bringing manufacturers and dealers the latest service innovations. More dealers are signing up for the new system which is a successful addition to Mondial's offering, streamlining business processes for dealers."

Jason Howard, Warranty Extranet Development Manager comments: "Mondial's warranty extranet has lifted the weight of paperwork associated with claims and warranties. The whole process is so much faster now and claims can be dealt with swiftly and efficiently, enhancing the level of customer care we can offer whilst improving dealers' cashflow."

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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