

Mondial Assistance and Volvo reinforce their partnership in Europe and Asia

Paris, 16 December 2008 –Mondial Assistance announced two new contracts with car manufacturer Volvo. Under the pan-European contract, new owners of the 150,000 Volvos sold every year in 14 European countries^[1] will now have 3 years 24hr assistance (2 years in Denmark, Ireland and Czech Republic). The roll out will be finished in the beginning of 2009.

The other contract concerns assistance for Volvo's customers in India. Mondial will be the exclusive partner for the provision of assistance services in selected cities for all vehicles manufactured or imported by Volvo for the Indian market. Volvo Cars India will be the first luxury automotive brand to offer this kind of a service.

Volvo and Mondial Assistance: a long and healthy partnership

The two companies have been working together in different countries for nearly six years. This new contract complements and extends local partnerships between Mondial Assistance and Volvo in Europe (France, Greece, Poland and Turkey), Asia (Malaysia, Thailand and China) and also Brazil. Since 2002, Mondial Assistance has been running the Volvo On Call programme (Volvo's telematic assistance service) in eight European countries.

"For many years we have been sharing business with Volvo, a premium brand that is aiming for the highest quality and customer satisfaction among all their service offers. We, at Mondial Assistance have been eager to extend our partnership with Volvo, offering together a complete integrated and international solution at premium standards for Volvo customers, securing 24hrs a day, 365 days a year mobility," comments Simon Cook, International Sales Director for Automotive at Mondial Assistance.

"For a number of years now we have enjoyed Mondial Assistance's attention to service and capacity for innovation," adds Kurt Steiner, Director at Volvo Car Corporation. *"With this partnership we are directing our customer service strategy towards an integrated offer to provide European customers with the best possible assistance."*

Mondial Assistance Group: an intervention every 3 seconds around the world.

International leader in Assistance, Travel Insurance and Personal Services, today the Mondial Assistance Group counts more than 8,550 employees who speak 40 different languages and work throughout the world with a network of 400,000 service providers and 180 correspondents. 250 million people, or 4% of the world's total population, benefit from its services, which the Group provides on all five continents. The Mondial Assistance Group is a member of the Allianz Group.

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^[1] Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Ireland, Norway, Poland, Sweden and Switzerland

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