

Mondial Assistance Italia S.p.A.

PRESS RELEASE

MONDIAL ASSISTANCE ITALIA S.P.A: ONLY JUST ESTABLISHED, AND CERTIFIED ALREADY

Only six months from its foundation, Mondial Assistance Italia S.p.A has obtained ISO9002 certification for the quality of its internal management processes.

Milano, 3^d July, 2002 - Mondial Assistance Italia S.p.A., founded on 1st January 2002 by the merger of Elvia Italia and CEA – Compagnia Europea di Assicurazione, has obtained ISO9002 certification as a guarantee of the quality of the internal processes on which the company's services are based.

This is an important result that bears witness to its strong commitment to unify the management processes of two different companies within a very short period of time, in so doing reducing the complexity and transition times to the minimum.

Mondial Assistance Italia S.p.A. brings together the three brand names Elvia, CEA and Mondial Assistance, all of which had a different approach and internal organisation and procedures. The company management operated with efficiency, kept the best of what already existed and created a new reality made up of the same people but able to reach high quality results very quickly, as confirmed by the Swiss certifying body SQS, which granted the newly established Mondial Assistance Italia S.p.A. the ISO9002 certificate at the end of June.

This is an important milestone which bears concrete witness to the willingness of Mondial Assistance Italia S.p.A to organise its operations with a view to guaranteeing customer satisfaction in the most efficient way possible, with the reduction to the minimum of the intrinsic difficulties in the transition of one structure towards another, and rapidly increasing the overall efficiency, and consequently the quality levels, of the services offered.

The granting of ISO9002 certification is not merely a significant result, but also provides a solid base that guarantees the quality of the future development of Mondial Assistance Italia S.p.A.

Mondial Assistance Italia S.p.A. was founded on 1st January 2002 as a result of the merger by incorporation of CEA – Compagnia Europea di Assicurazione into Elvia Italia, both companies belonging to the RAS Group. Mondial Assistance Italia S.p.A. belongs to the Mondial Assistance Group, an international holding based in Paris, whose two shareholders are RAS – Riunione Adriatica di Sicurtà – and AGF – Assurances Générales de France, belonging to the Allianz Group, world leader in the field of insurance.

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Mondial Assistance Italia has a workforce of 240, around 90 of whom work in the operating centre, which is open 24 hours a day, 365 days a year.

In 2001, Elvia Italia and CEA collected premiums worth 60,000,000 Euros, an increase of more than 9% over the previous year.

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