

Xynthia: Mondial Assistance mobilises to help storm victims in France

600 families rescued
Nearly 28,000 calls registered in 2 days
3,500 claims

Paris, 3 March, 2010 - Early in the evening of Saturday 27 February, Assistance Coordinators at Mondial Assistance began to receive their first calls from victims of Xynthia, a powerful storm which severely pounded the western part of France, particularly the regions of Charente Maritime and Vendée.

In all, Mondial Assistance registered 8,400 calls on Sunday 28 February and 10,000 calls on Monday 1 March.

More than 600 families were rescued and received assistance services, including emergency hotel lodging, essential articles and goods such as cash, warm clothing and toiletries, and assistance taking their children to close family members.

Mondial Assistance also provided assistance for damaged property claims. Its building experts offered professional advice on how to best protect one's roof and furniture. Experts in household electrical appliances stepped in to give advice about replacing broken down or damaged equipment. Rental vehicles were organised and surveillance teams put in place to ensure that homes and communities were safe and secure.

In the regions most affected by the storm (Charente Maritime, Vendée, and the Loire Atlantique), more than 1,000 automobile-related interventions have been performed since Sunday – many of which were vehicles swept away by floodwaters – a figure 7 times greater than the same period in 2009.

In addition, more than 3,500 people called Mondial Assistance services on Sunday to declare their damage claims as quickly as possible. Effectively, many insurance and mutual insurance companies confide this service to Mondial Assistance outside their normal business hours.

« We had to confront a massive inflow of calls representing 5 times our normal activity. The entire staff at Mondial Assistance mobilised as early as Sunday to respond and provide help to people in difficulty, » says Pascal Fanton, Director of Operations of the Bank Insurance activity of Mondial Assistance France.

Mondial Assistance: an intervention every 2 seconds around the world.

International leader in Assistance, Travel Insurance and Personal Services, today the Mondial Assistance Group counts more than 9 817 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. Mondial Assistance is a member of the Allianz Group.

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