

## **Mondial Assistance rallies to help flood victims in France's Var region**

- **24/7 crisis unit established**
- **More than 900 requests for assistance reported**

**Paris, 23 June, 2010** - Mondial Assistance has rallied to help victims of the June floods in the Var region of France. Due to the extensive damages, Mondial Assistance established a 24 hour crisis unit from 16-21 June at its assistance platform in Le Mans. Its purpose: to respond to questions from customers and their insurers; to coordinate available means of intervention; to support victims and facilitate the management of their claims.

To date, Mondial Assistance has reported a total of 911 assistance requests, including 804 automotive assistance interventions and 107 interventions for housing.

The first requests for assistance were received at the beginning of the crisis, on Tuesday 15 June. But with telephone lines down, many more calls began to come in during the days that followed. Calls reached their peak on 17 June with 331 assistance requests recorded – 288 for vehicles and 43 for housing and property.

“Despite the difficulties to intervene locally in the disaster area, we were able to rescue nearly 1000 families living in the Var, thanks to the professionalism of our assistance coordinators and all of our teams and to the local involvement of our service providers – auto repairmen, towers, and rental and cleaning companies who intervened directly in the disaster area” says Pascal Fanton, Director of Banks and Insurance at Mondial Assistance France.

### **A unique emergency response system**

Mondial Assistance deployed a unique emergency system in order to provide victims and their insurers with fast, efficient assistance.

- ***For victims of the floods***
  - Homes and Housing
    - Relocations to hotels
    - An advance of funds to purchase clothing
    - Delivering children safely to family members of those affected
    - Rental of furnished housing and other lodging
    - House cleaning coordination by a specialised network of cleaners
  - Automotive
    - Several hundred instances of car repair - towing interventions were organised to evacuate damaged vehicles

- Despite the fact that no rental car companies in or near the disaster area had any rental cars available, Mondial Assistance, along with its partners, installed a special exclusive operation for its customers. 200 vehicles were transported to the region from Nice, Lyon, Avignon and even Paris to rental car agents in St Raphael and Brignoles. The agencies brought on board for this operation extended their working hours to facilitate the various actions.
  - On Saturday alone, Mondial Assistance rented 100 vehicles in the three car rental agencies in the Var region by organising a “ballet” of taxis to drive their customers to these agencies.
- **For insurance companies**
    - Centralisation of repair requests in order to transfer vehicles to a single place to facilitate damage assessment and compensate victims (most of the vehicles were written off).
    - Upon request, application of a ceiling on repair costs that reflects the actual damage (an increase in the amount specified in the contract).
    - Vehicle loans adapted to the circumstances (contractual duration prolonged).

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

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International leader in Assistance, Travel Insurance and health, life & home care services, today the Mondial Assistance Group counts more than 10 231 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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