



Mondial Assistance wins major assistance contract with Citroen in France, Germany, Austria and Switzerland

Citroen Automobiles have awarded Mondial Assistance a three-year contract for the provision of automotive assistance solutions for a fleet of 1.2 million vehicles.

Paris 6th of June 2007 – As of January 1st 2007 and for the next three years, Mondial Assistance, world leader in assistance and travel insurance, will provide 24H assistance (manufacturer guarantee and service contracts) to a fleet of 1.2 million Citroen vehicles in France, Germany, Switzerland and Austria.

This winning contract for Mondial Assistance was finalised in August 2006, following a bid to tender launched by Citroen Automobiles in December 2005 to the main European Assistance market players. The specifications and selection criteria focused as much on economic conditions as they did on the service provider's capacity to ensure optimum availability and strong results.

Mondial Assistance Service Providers in the four concerned countries received full training in the manufacturer's vehicles, guarantee coverage, offered services and assistance quality expectations. Starting January 1st, 2007, and on a 24-hour basis, the Mondial Assistance operational platforms have handled all calls destined for the Citroen Assistance call-free number.

During the first three months of the year, more than 50,000 calls and 15,000 assistance files have been treated. Repair and towing interventions have been carried out in close collaboration with the Citroen dealer network.

« This contract reinforces our already solid position in the automobile assistance market. Today, in this sector the Mondial Assistance Group co-ordinates more than 5.2 million interventions every year. We are especially proud to have been chosen by Citroen Automobiles after a very competitive bid, » declares Ida Luka-Lognoné, acting President of the Executive Committee for the Mondial Assistance Group.

Mondial Assistance Group: *an intervention every 3 seconds, anywhere in the world. Worldwide leader in assistance, travel insurance and personal services, today Mondial Assistance Group counts nearly 8,550 staff members speaking over 40 languages. They work throughout the world in collaboration with a network of 400,000 service providers and 240 correspondents. 250 million people, or 4% of the world population, benefit from the Group's services, which it proposes on 5 continents in over 25 countries. The Group mainly operates under its three international brands: ELVIA, Mondial Assistance and World Access. Mondial Assistance Group is a member of the Allianz Group through AGF and RAS International, each holding a 50% capital stake. www.mondial-assistance-group.com*

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