

## **Mondial Assistance consolidates its French activities into single company**

**Elvia, France Secours, Mondial Assistance and their shared Services Company will merge as of January 1st, 2007 and become Mondial Assistance France SAS**

**Paris December 7th, 2006**

During a Paris press conference, Mondial Assistance revealed its new French organisation resulting from what is called the Convergence Project. This new organisation simplifies the legal structures of Mondial Assistance in France, which have been regrouped into a single operational entity (Mondial Assistance France SAS) and now act under one and the same brand: Mondial Assistance.

*«In its current configuration, the Mondial Assistance Group is the result of the merger in 2000 of three groups : Mondial Assistance, Elvia and World Access,» explains Klaus Dührkop, President of the Executive Committee of Mondial Assistance Group. « This project is in full keeping with our strategy, for which one of the priorities is simplification. Convergence is one of the concrete applications of this strategy in France.»*

### **Simplify the structure, optimise synergies**

France represents 25% of Mondial Assistance's activity in the world, and Mondial Assistance Group in France has one quarter of the French value market (300 M€ in turnover in 2005, 1.2 million files treated in 40 languages, and 10,000 service providers.) Parallel to its expansion in other countries, the growth of Mondial Assistance in France is therefore essential to the Group's overall development. The Convergence project was launched 18 months ago to simplify the structure in order to present a clearer organisation to the market, achieve better performance and results, and prepare for the future.

In France, Mondial Assistance is now organised into three centres of expertise focused according to markets:

- Banks, Insurance
- Travel, Leisure, Mobility
- Car manufacturers, Rental companies / Mutual Insurance, Provident Fund Institutions

Each centre of expertise maintains its own commercial, marketing and operational functions. All three share the same medical platform and all non-operational support functions, which include HR, Finance, Information Systems, Purchasing and Service Provider Relations, Quality, Audit and Communications.

*« This original and unique organisational model was designed and implemented by top market experts, professionals who are now operational directors at all levels, the employees of Mondial Assistance France, » declared Didier Leuret, President of Mondial Assistance France. « This project was carried out in full respect of our values. In our ongoing concern for performance and quality, its aim is to increase proximity with our clients so that we may serve them better and provide the end customer with even greater satisfaction.»*

### **A complex project and firm commitments**

Convergence is a complex project, whose teams took it to completion within the given time frame – 18 months of concentrated work. It required the involvement of the 1500 employees

from the Group's four previous entities in France, the active participation of 17 inter-company work groups and a very precise management of the changes incurred. 4,200 hours were devoted to training. More than 600 staff members moved following the regrouping of the 7 previous sites in Paris and Le Mans into 5 sites. Nearly 20,000 letters and leaflets were distributed to clients and partners to inform them of the project and its progress. Convergence, as planned, will be completed by the end of the year, and as announced, every employee has been offered a position in the new organisation.

*« Consultation, negotiation, collaboration and listening are responsible for Convergence's success, » Didier Lebrét exclaims. « I would like to thank all staff members who actively carried out this project, and who were able to listen and understand its meaning. Convergence is the starting point of a new page in our history that we will all write together. »*

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**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 8,000 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](http://www.mondial-assistance-group.com)

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