

Tsunami alert in South-East Asia: Mondial Assistance Group has activated its emergency plan

Paris, March 29th 2005 – As soon as the news on the earthquake affecting Indonesia was published yesterday, Mondial Assistance Group activated its emergency plan in the South-East Asian region and mainly in Thailand.

Operational since yesterday, 7.15 pm, this emergency plan is comprised of:

- the operational platforms in Bangkok and Singapore, which are the closest to the touched area, have been put on alert;
- the organisation of possible tourist repatriation;
- the implementation of a call centre in Paris in charge of centralizing information and respond to tourists' questions;
- the activation of a crisis unit in Paris headed by Mondial Assistance Group's Medical Director and the Director of Operations.

The emergency plan is composed of an operational, a logistical (mobilisation of an aircraft within 2 hours, medical equipment,...) and a medical chapter with teams of different nationalities being able to react/intervene at any time in the zone.

Mondial Assistance Group: 1 intervention every 3 seconds, everywhere in the world.

World leader in assistance, travel insurance and customer services, today Mondial Assistance Group counts more than 7 500 staff members who speak 40 different languages and work throughout the world with a network of 240 correspondents and 400 000 service providers. The Group has 250 million beneficiaries i.e. 4% of the global population.

Present on all five continents in 28 countries, the Group primarily operates under its three international brands: ELVIA, Mondial Assistance and World Access.

Mondial Assistance Group is equally owned by AGF and RAS International, both subsidiaries of the Allianz Group.

In 2004, Mondial Assistance Group handled some 200 000 medical cases and has organised more than 27 000 medicalised transports to repatriate its customers.

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