

## Mondial Assistance – Chrysler-Jeep® International : renewal of automobile assistance contract

***Chrysler-Jeep® renews its contract with Mondial Assistance Group for vehicle assistance services in 29 European countries.***

Paris April 20<sup>th</sup>, 2006 - Mondial Assistance Group, international leader in assistance and travel insurance, announces the renewal of its contract with Chrysler-Jeep® International. Thanks to this third contract, drivers of Chrysler vehicles (Chrysler, Jeep® and Dodge) will continue to benefit from assistance services provided by Mondial Assistance Group. This agreement covers assistance for vehicles under manufacturer's guarantee for the period 2006 – 2008 in 29 European countries including Russia and the Ukraine.

Called the Chrysler-Jeep® Privilege Service, a wide range of assistance services can be accessed via a toll-free number:

- Roadside assistance on the spot in 29 European countries
- Trip continuation : organizing and paying for repatriation or the journey's continuation (taxi, train or replacement vehicle)
- Hotel (maximum length of stay 5 nights, 3 star hotel or equivalent)
- Vehicle recovery following repairs

The Chrysler-Jeep® Privilege Service covers all the vehicle's passengers.

*« Whether it concerns a straightforward breakdown on a daily route or a serious medical problem on the other side of the world is concerned, we provide the same level of service. Since 1999, we have worked closely with Chrysler-Jeep® to optimize our services at European level adapting them locally to each country's specific needs, »* comments Pierre Brigadeau, International Automobile Sales Director, Mondial Assistance Group.

### **Pioneer and leader in Europeanwide contract management.**

For the last 15 years, Mondial Assistance Group has developed unique know-how for managing Europeanwide contracts enabling manufacturers to simplify and optimize management of assistance programmes in different countries while providing a constantly high quality service for drivers in whatever country they travel in their car.

Mondial Assistance Group provides its service for vehicles registered in 34 countries offering very extensive geographical coverage.

In 2005, automotive assistance accounted for 44% of Mondial Assistance Group's sales, a significant and steady increase despite stagnation in the European automobile market. Automobile assistance contracts are usually marketed by inclusion in automobile insurance contracts and automobile manufacturer's guarantees.

#### **Automobile Assistance in Europe Key Figures**

- 34 European countries
- 2,5 million interventions each year (nearly 7 000 daily)
- 30% of intervention are related to accidents and 70% to breakdowns
- 1 200 000 repairs

#### **Manufacturer partners**

- Nearly 40 automobile brands delegate assistance for their customer to Mondial Assistance Group.

Mondial Assistance Group offers vehicle drivers complete assistance services: roadside assistance/towing assistance in the event of breakdown or the vehicle's immobilization, information requests concerning the vehicle, legal assistance, mechanical warranty and

customer relations management for automobile manufacturers. On site interventions are provided by Mondial Assistance Group's own team or by one of the 400,000 privilege partners.

This expertise combined with a strong network enables Mondial Assistance Group to provide optimum management for international contracts.

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**Mondial Assistance Group:** an intervention every 3 seconds, anywhere in the world. Worldwide leader in assistance, travel insurance and customer services, Mondial Assistance Group counts nearly 7,600 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 28 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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