

Paris, September 3, 2003

Dynamic change within Mondial Assistance Group

Following the new organisation of the Executive Committee of Mondial Assistance Group, which took place on July 22nd, the responsibilities of Frank O'Neill, Claude Sarcia and Maurice Brom have been revised as of September 1st.

MONDIAL ASSISTANCE GROUP

Frank O'Neill, Director of the Asia-Pacific region (Australia, Japan, Singapore, Thailand), now reports directly to Alain Demissy, President of the Group. His responsibilities henceforth include all Group entities in this region, and he will oversee business development in all countries with strong potential in this region.

40 years old and originally from Ireland, Frank O'Neill has a degree in Electrical Engineering. He began his professional career in 1987 with KGK in Japan, and was later appointed Director of Marketing for M F Kent & Co. for Japan and the entire Asia zone. In 1994, Mr. O'Neill returned to Europe and joined Mondial Assistance Group as Zone Manager. He actively participated in developing the activities of the Group's Canadian, Irish, Reunion Island and Japanese entities. In 2000, he was appointed Director of the Asia-Pacific region (excluding Japan) and Managing Director of the subsidiary in Singapore, where he is still based today. Since joining the Group, he has contributed significantly to its development in the region. This includes the 2001 acquisition of Worldcare in Australia and AutoAssist in Thailand. In September 2003, his function took on the management of Japan as well and the Group's development throughout the entire Asia-Pacific region.

Claude Sarcia has left his position as Managing Director of Mondial Assistance France to join Mondial Assistance Group as Regional Director of Austria, Greece, Ireland, Lebanon, Morocco, Mauritius, the Czech Republic, Reunion Island, Russia and Turkey. He reports to Ida Luka-Lognoné, a member of the Executive Committee.

Claude Sarcia is 46 years old and French with a degree in languages (English, German and Russian). He started his career in 1979 with Mondial Assistance France, and held several operational functions before joining the sales department as Executive Manager of major accounts. In 1992, Mr. Sarcia was named Deputy Manager of Mondial Service, the Group's German subsidiary, and was then appointed Managing Director and General Agent of the German insurance branch. He returned to Group headquarters in 2000 as Director of International Sales and Marketing, and was subsequently appointed head of Mondial Assistance France. On September 1, 2003, he again returned to headquarters and was promoted to Regional Director. Mr. Sarcia has greatly contributed to the Group's development, and was key in the creation of the Le Mans site in 2002, set up to specialise in vehicle assistance. Mr. Sarcia has just been made a "Chevalier de la Légion d'Honneur" (Knight of the Legion of Honour – the highest civilian distinction granted by the French Government).

MONDIAL ASSISTANCE FRANCE

Maurice Brom, Deputy Managing Director since 2001, takes over from Claude Sarcia as Managing Director of Mondial Assistance France.

Maurice Brom, 48 years old, joined Mondial Assistance France in 1998. Beginning his professional career as a statistician, he then turned toward data processing and information systems management for financial



companies such as Société Générale and West LB France. Director of Information Systems for Diners Club France (part of the AGF Group) from 1991 to 1995, he was then appointed Correspondent of Information Systems for AGF Informatique. In 1998, he took over as head of the Information Systems and Assistance departments within Mondial Assistance France. In addition, he has been the company's Deputy Managing Director since January 2001. An engineer from the Conservatoire des Arts et Métiers (school of engineering in Paris) Mr. Brom has a degree in statistics and a Master's in mathematics.

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