

## New Mondial Assistance Office in Beijing

On the 9<sup>th</sup> of November the President of the Mondial Assistance Group, Mr Klaus Duhrkop officially opened the new Mondial Assistance office in Beijing. The new office is the result of a four month expansion and renovation plan that will give us the capacity to handle our rapidly expanding business in the years to come. The investment in our Beijing office along with the investment in our other new offices in Guangzhou, Chongqing and Shanghai is a clear signal of the importance we attach to the development of our business in China. The new call centre now has 46 seats and can accommodate 100 Assistance Coordinators working on a regular shift pattern. Naturally our teams in Business Development, Finance, IT, HR, Network needed to expand so we have more than doubled the space available compared to last year. Joining the celebrations were our Regional Director, Frank O'Neill, the CEO of Mondial Assistance Thailand Stephen Watkins and the CEO of Millia Mondial (our Japanese business unit) Yukio ITO.

### Mr. Klaus Dührkop with the regional team



ENDS

**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.com](http://www.mondial-assistance.com)

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Certain of the statements contained herein may be statements of future expectations and other forward-looking statements that are based on management's current views and assumptions and involve known and unknown risks and uncertainties which could cause actual results, performance or events to differ materially from those expressed or implied in such statements. In addition to statements which are forward-looking by reason of context, the words "may, will, should, expects, plans, intends, anticipates, believes, estimates, predicts, potential, or continue" and similar expressions identify forward-looking statements. Actual results, performance or events may differ materially from those in such statements due to, without limitation, (i) general economic conditions, including in particular economic conditions in the Allianz Group's core business and core markets, (ii) performance of financial markets, including emerging markets, (iii) the frequency and severity of insured loss events, (iv) mortality and morbidity levels and trends, (v) persistency levels, (vi) interest rate levels, (vii) currency exchange rates including the Euro - U.S. Dollar exchange rate, (viii) changing levels of competition, (ix) changes in laws and regulations, including monetary convergence and the European Monetary Union, (x) changes in the policies of central banks and/or foreign governments, (xi) the impact of acquisitions (e.g. Dresdner Bank), including related integration issues, and (xii) general competitive factors, in each case on a local, regional, national and/or global basis. Many of these factors may be more likely to occur, or more pronounced, as a result of the event on, and following, September 11<sup>th</sup>, 2001.