



## **IFFCO TOKIO launches Roadside Assistance services with Mondial Assistance**

Mondial assistance, the international leader in Assistance Services and Travel Insurance announces the successful launch of its Roadside Assistance Program with **IFFCO TOKIO General Insurance Co. Ltd.**

Mondial Assistance now offers a dedicated; IFFCO TOKIO branded roadside assistance service for all passenger vehicles covered under the IFFCO TOKIO program.

The program, which commenced on 3<sup>rd</sup> March 2009, entitles IFFCO TOKIO Motor Insurance Policy customers who have purchased the "On road Protector Coverage", along with other benefits (provided by IFFCO TOKIO), a one (1) year roadside assistance cover serviced by Mondial Assistance.

This service can be availed by any covered customer by calling a dedicated toll free number and would cover events like mechanical or electrical breakdown, driver error, and road traffic accident where the vehicle is immobilized. Other Services like vehicle recovery, taxi service, and mobility benefits are also provided.

Commenting on this **Rajesh Sethi**, CEO of Mondial Assistance said "This is a significant tie up for us with respect to the Indian Market as IFFCO TOKIO & MONDIAL alliance is the first to bring out such differentiated services in the Insurance Sector at a National Level."

Mondial Assistance India has a 24/7 call centre in India, run by well trained professionals dedicated to providing assistance 24/7 in emergency situations. Frontline automotive assistance professionals are aligned to deal with stranded customers and are equipped with high quality equipment to ensure careful treatment of the vehicle.

Mondial Assistance Group brings along its range of sophisticated, state-of-the-art tools and technologies, which enables the team to provide interactive, flexible, safe and quality services in any circumstances, in real time.

Mondial also manages the claims intimation process and customer services for IFFCO TOKIO in its 24X7 customer contact center based out of Gurgaon.

### **About IFFCO TOKIO General Insurance Co. Ltd.**

IFFCO TOKIO General Insurance Company (ITGI) is a joint venture promoted by Indian Farmers Fertiliser Cooperative (IFFCO) and its associates and The Tokio Marine and Nichido Fire, the largest insurance company in Japan. The Indian promoter's contribution is 74 percent, while Tokio Marine has contributed 26 percent through Group Company Tokio Marine Asia Pte Ltd. ITGI has a widespread network more than 170 offices across the country and many more in the pipeline for the coming year. The objective behind opening new offices is to cover the enormous spread of the country and reach the masses. In its commitment towards better customer service IFFCO TOKIO General Insurance has been rated **No. 1 in Motor Insurance Customer Satisfaction** and **No. 2 in Home Insurance** by an independent agency Consumer **VOICE**. In addition, Maruti Suzuki has awarded IFFCO Tokio as **THE BEST SERVICE PROVIDER**.

Press Release

## About Mondial Assistance

Mondial Assistance India, the first global assistance company to introduce its services in India, started its operations in the country in November 2007. Mondial Group is a 100 percent subsidiary of the Allianz group and has its presence in 28 countries and reaches out to 250,000,000 customers through a worldwide network of 4,00,000 service providers. Mondial Assistance Group is world leader in assistance, travel insurance and customer services. The Group provides its corporate clients with quality, innovative, Tailor made solutions, and their customers with seamless, real time assistance anytime, anywhere.

Mondial Assistance has proven expertise in Underwriting, Claims Handling, Medical Assessment and 24/7 Customer Assistance. We have expertise to deliver operational excellence in various claims management processes including motor insurance claims, travel insurance claims and health insurance claim management processes. Our professional team of doctors and nurses are experts in medical intervention and cost containment, and are ready to render assistance 24 hours a day, 365 days a year.

For more details on Mondial assistance you refer to our website [www.mondial-assistance.in](http://www.mondial-assistance.in)

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