



Mondial Assistance India Launches Contact Centre Program for IFFCO TOKIO General Insurance Co Ltd

Mondial Assistance Group, international leader in Assistance, Travel Insurance, Automotive Solutions and customer services, announces the successful launch of its Contact Centre Program with IFFCO TOKIO General Insurance Co. Ltd.

Mondial Assistance's vast experience in call management, 24 hour availability, customer care, sophisticated telephony and computer technology combined with a seamless dedicated and personal answering service has ensured its place as an innovator in the provision of outsourced customer program. Mondial Assistance provides a range of 24 hour services to its clients that start from an activity as common as 24X7 customer services to something as exclusive as the Mondial Assistance Integrated customer contact Management program. The Contact center program for IFFCO TOKIO was launched on 1st October 2008. The Process currently manages customer calls from all over India and works 24X7 with multi lingual capabilities.

To ensure IFFCO TOKIO customers experience world call interface, Mondial Assistance India has ensured recruitment of well qualified; experienced & motivated Customer Service Executives (CSE's) who have undergone training specially designed for this process. This has further been supported by the State of the Art Infrastructure, exhaustive reporting processes and use of latest technology. Mondial Assistance has customized an in-house developed software CReAM to deliver on the customers' expectations. The operational efficiency is attained through a dedicated team of professionals along with time and mind share of the management team at all levels. The underlying thread for all activities is the single minded focus on quality & transparency. This tie up is extremely significant and is a reflection of the CRM capabilities of Mondial Assistance India and its vision of operating in this Arena.

"**ICCM** is an important tool in today's time for all companies so as to understand their customers profile and needs in a much better manner and thus retain them within the brand" said **Rajesh Sethi** CEO Mondial Assistance.

About IFFCO TOKIO General Insurance Co. Ltd.

IFFCO TOKIO General Insurance Company (ITGI) is a joint venture promoted by Indian Farmers Fertiliser Co-operative (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**.

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 please refer to our website www.mondial-assistance.in

Rajesh Sethi
CEO Mondial Assistance
E mail: contact@mondial-assistance.in

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