



**PRESS RELEASE**

**31 March 2009**

## **Travel Counsellors partners with Mondial Assistance**

Mondial Assistance has been chosen to provide a bespoke travel and assistance package\* to Travel Counsellors, the dynamic and global travel company. Under the new agreement, Mondial Assistance will be providing Travel Counsellors a tailor made 'fit to travel' product offering insurance for those up to the age of 89 on a single trip basis. With a focus on providing a premium level of customer care, the policy has two levels of coverage, ensuring it meets the needs of all Travel Counsellors' customers.

Travel Counsellors has over 1,000 full time professional agents operating across seven countries. It is widely regarded as the most professional home-based company in the world, offering customers their own expert Travel Counsellor, providing them with the highest possible levels of personal attention, catering to all their travel requirements, down to the last detail. As an award-winning agent, Travel Counsellors needed a travel cover provider who could deliver the same calibre of service.

"We are delighted to be working with Mondial Assistance, which like us is dedicated to providing excellent customer care," says Malcolm Hingley, sales director of Travel Counsellors. "At Travel Counsellors we pride ourselves on delivering peace of mind to our travellers, allowing them to relax and enjoy their trip. We are delighted that all our agents have passed the Financial Services Authority (FSA) requirements surrounding the sale of travel insurance and are able to offer this service to their customers."

Ben Smart, sales director, Corporate & Travel for Mondial Assistance in the UK added, "This is another key win for Mondial Assistance and illustrates our longstanding reputation as a provider of premium travel cover. The Travel Counsellors brand brings another prestigious name to the Mondial Assistance group and we look forward to a global rollout in its major markets, which will take place throughout 2009."

*\* Elvia Travel Insurance International N.V. is the insurer*

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### **Notes to Editors**

**Mondial Assistance** in the UK is a leading provider of customer support services to the motor and travel industries, insurance companies and other blue chip organisations. As a member of the global Mondial Assistance Group, Mondial Assistance provides services to customers 24 hours a day, wherever they are all over 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)



**About Travel Counsellors:** Travel Counsellors is the world's largest home-based travel company with turnover at the end of its last financial year (Oct 31 2008) of £245 million, a 16% increase year on year. Founded in 1994 it currently has over 1,000 travel consultants who work from home with the support of over 240 staff at the company's UK headquarters in Bolton and overseas offices. The company operates in the UK, Ireland, the Netherlands, South Africa, Australia, Canada and the US. In the UK Travel Counsellors places all customer money in a Trust account which guarantees a 100% refund in the event that a supplier collapses. Travel Counsellors was the winner of the prestigious Queen's Award for Enterprise in 2003-2008, the technology category of the 2005 CBI Growing Business Awards and was voted Travel Agent of the Year by readers of the Guardian, Observer and Guardian Unlimited in 2006 & 2007.

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