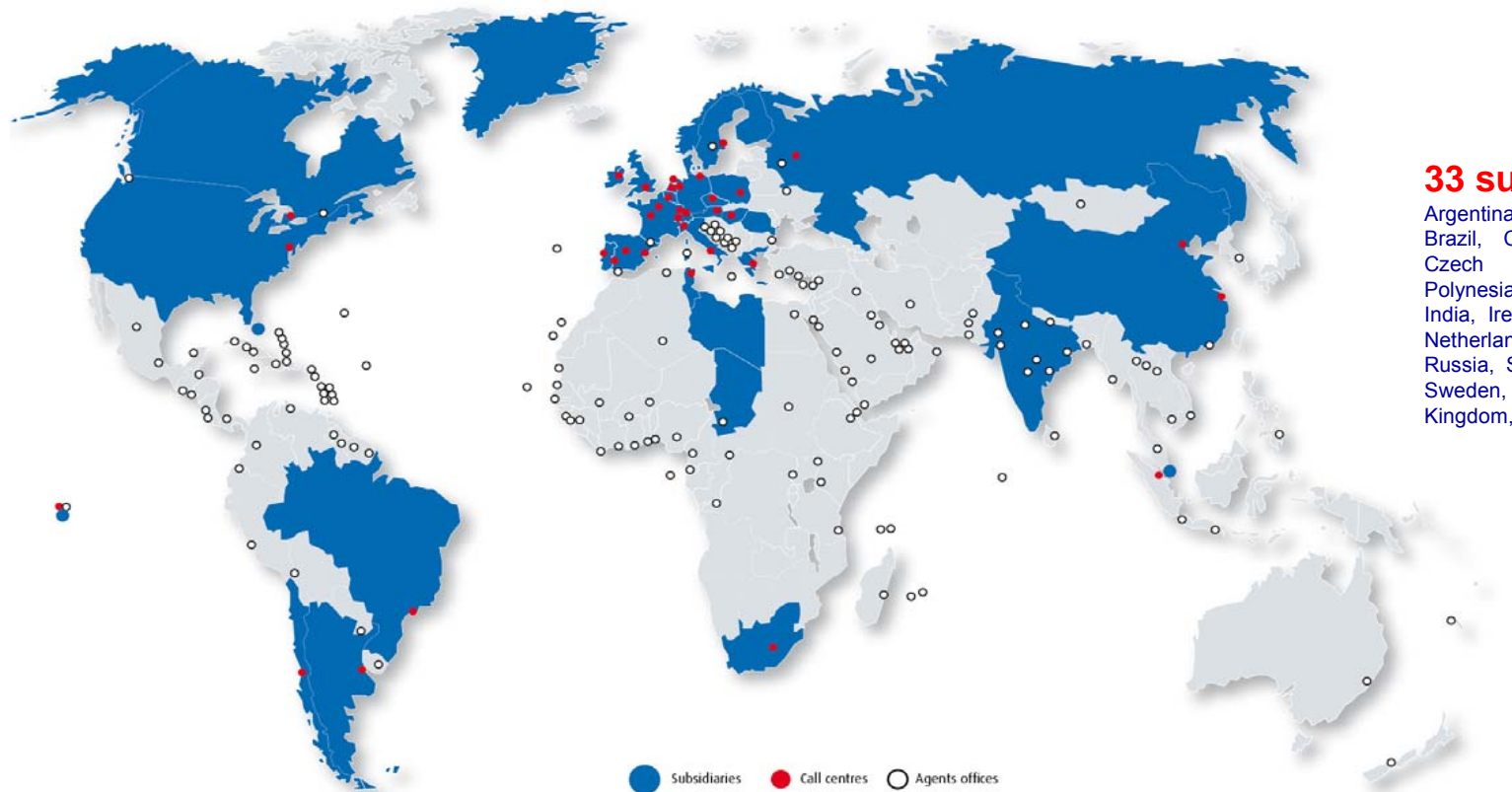




# EUROP ASSISTANCE HUNGARY

Susret osiguravača i reosiguravača Sarajevo -  
SORS 2009

# EUROP ASSISTANCE is everywhere your clients are



### 33 subsidiaries

Argentina, Austria, Bahamas, Belgium, Brazil, Canada, Chad, Chile, China, Czech Republic, France, French Polynesia, Germany, Greece, Hungary, India, Ireland, Italy, Libya, Luxembourg, Netherlands, Poland, Portugal, Romania, Russia, Singapore, South Africa, Spain, Sweden, Switzerland, Tunisia, United Kingdom, United States

### 36 call centres

Amsterdam, Arnhem, Athens, Badajoz (Spain), Barcelona, Brussels, Budapest, Buenos Aires, Deventer (Netherlands), Geneva, Johannesburg, Le Mans (France), Lisbon, London, Madrid, Milan, Moscow, Munich, Navan (Ireland), Papeete, Paris, Peking, Prague, Rende (Italy), Rostock (Germany), Sao Paulo, Santiago (Chile), Shanghai, Singapore, Stockholm, Toronto, Tunis, Vienna, Warsaw, Washington DC, Zurich

# Core Business of the Group

## Automotive

- Breakdown mechanics
- Towing firms
- Rental firms
- Chauffeurs, Taxis
- Hotels
- Garage mechanics

## Family & Home

- Electricians, plumbers, glaziers
- Job-finding bodies
- Building professionals
- Child-care facilities
- Family services professionals

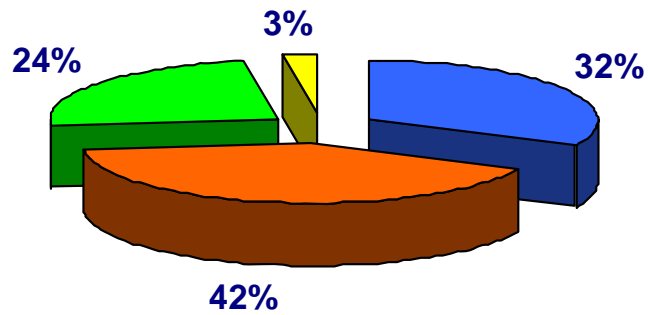
## Travel

- Ambulance services
- Private aviation companies
- Opticians
- Dentists
- Doctors
- Hospitals

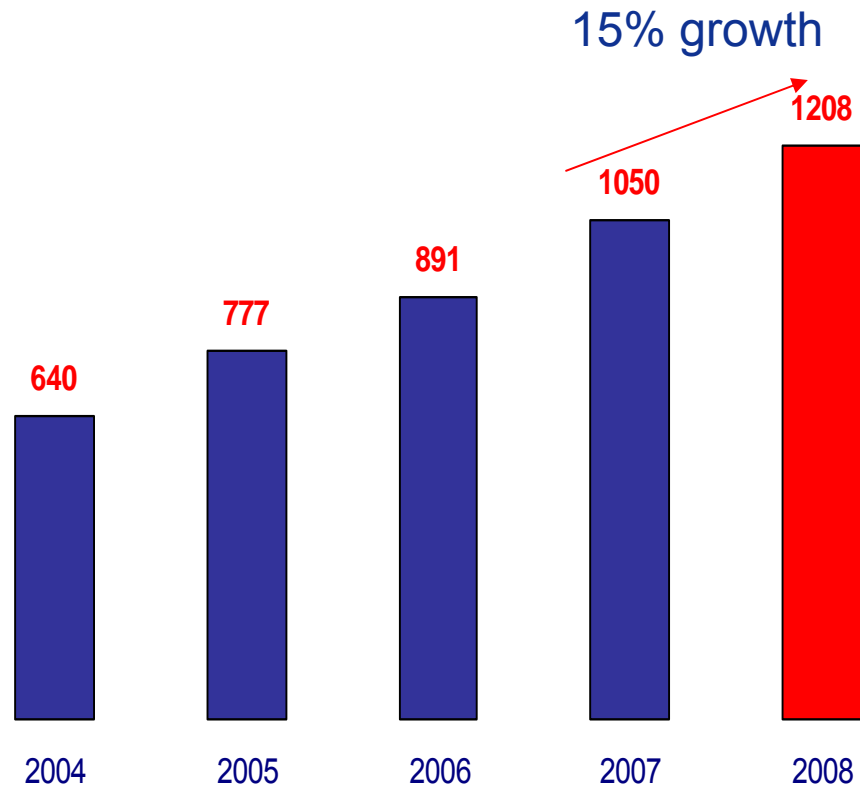
## Healthcare

- Ambulance services
- Private aviation companies
- Local clinics
- Professionals assisting dependent old people
- Hospitals

# Key figures of the group 2008



- Travel
- Automotive
- Health & Home
- Others



TO in billion EUR

## Key figures of the group

- **12,5 million** interventions carried out around the world....
- In **208** countries.....
- **300 million** customers worldwide permanently covered by Europ Assistance, either directly or indirectly via its partners ...
- **410 000** service providers all over the world .....
- **2.6** million motorists received breakdown assistance
- **2** telephone calls handled every second around the world
- **1** intervention every 2 seconds around the world
- **5 500** employees
- **3 700** assistance coordinators

# Europ Assistance Hungary



- Founded in 1997 Budapest
- Shareholders (74% EA Holding, 26% Generali Hungary)
- Turnover of 851 million HUF (2.826.000 EUR) in 2008 only from service
- Unique experience in the field of travel-medical, automotive and home assistance services in Hungary and in the Region
- Network of more than 700 contracted service providers countrywide (200 RSA, 500 Home related), 150 in Romania, 40 in Croatia, 80 in Serbia
- 70 employees, daily use of 10 languages (English, French, Italian, German, Spanish, Serb, Croatian, Romanian, Russian, Hungarian)
- 4 contracted doctors, 24 hours available
- 1 contracted leading insurance expert from Generali
- 49.500 assistance cases solved in 2008
- Growing capacity, continuous training
- Operational supervisors

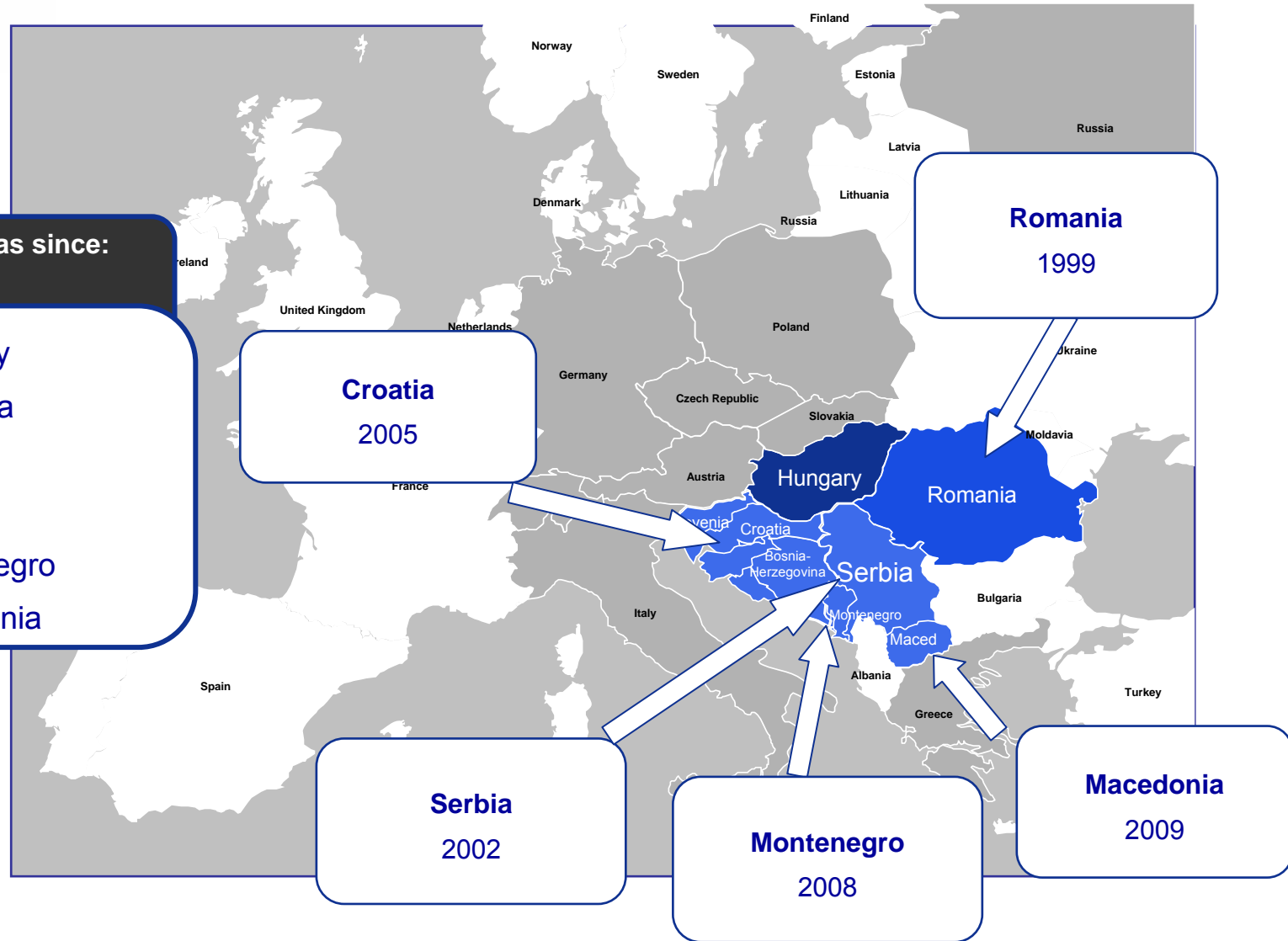


# Europ Assistance Hungary

## Regional activities

### Activities in Areas since:

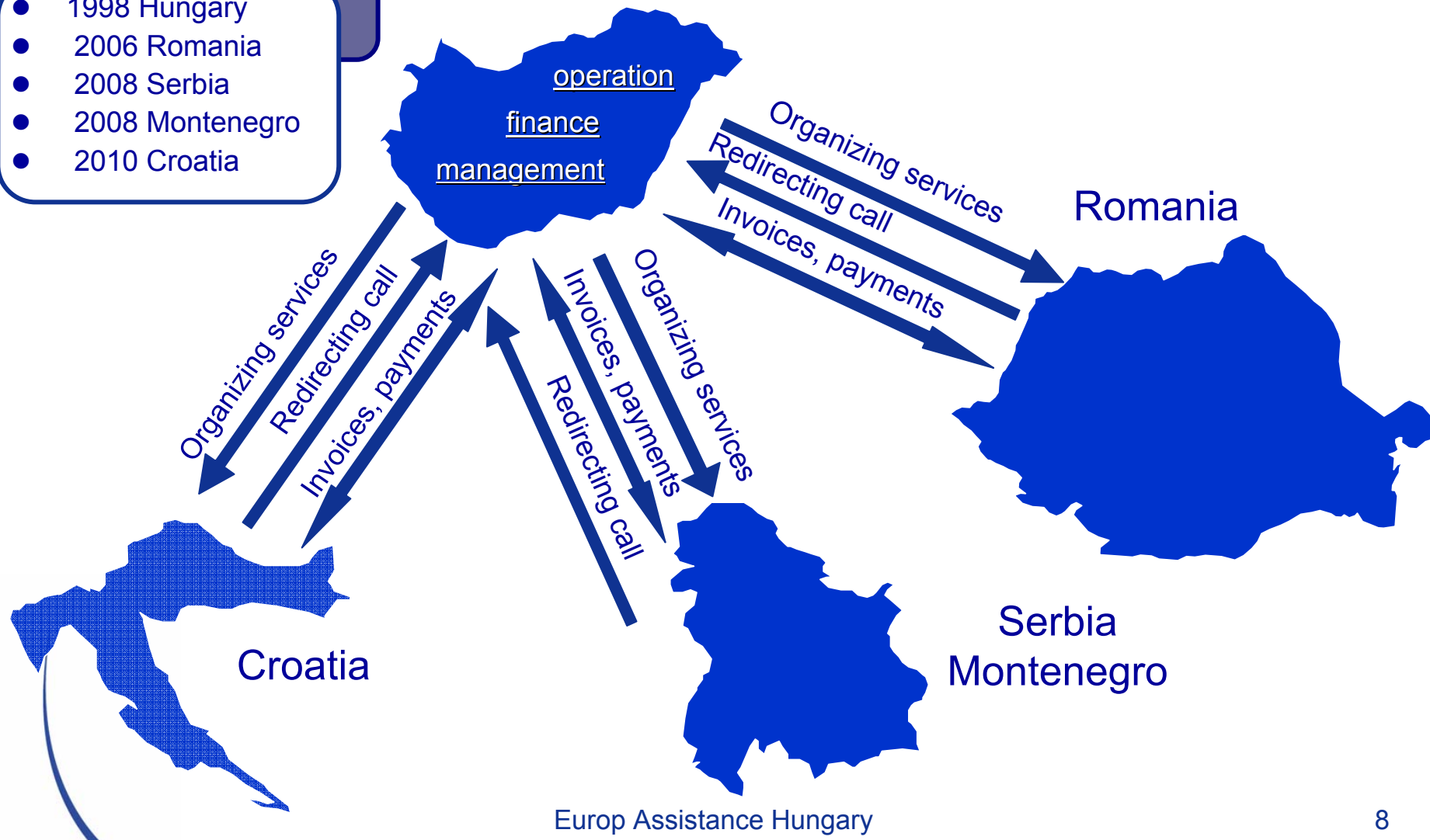
- 1998 Hungary
- 1999 Romania
- 2002 Serbia
- 2005 Croatia
- 2008 Montenegro
- 2009 Macedonia



# Europ Assistance Hungary – Agent Role

Agent role:

- 1998 Hungary
- 2006 Romania
- 2008 Serbia
- 2008 Montenegro
- 2010 Croatia







- 2002: first contract with Delta Generali
- 2008: contract with Takovo Osiguranje
- 2009: establishment of Serbian branch → Agent role from May 2009
- 2009: RSA network (80 contracted partners)
- 2009: May - first Inter- EA Automotive + Medical assistance cases handled from Budapest
- 2009: Medical audit at local Hospitals – we expect up to 250 Intercompany cases per year
- 2009: RSA services to be provided for Importers, Leasing Companies & Insurers

## Europ Assistance Hungary - Regional activities



- 2005 – 2008 Contract with Generali Osiguranje and Uniqa Osiguranje
- 2009 RSA contract to be signed with Generali Osiguranje
- **2009 April >> RSA Network has been developed!**
- Current economical situation: more Hungarian tourists towards Croatia is expected („It’s closer, cheaper than..., highway all the way to the sea...”)
- 1000 medical and automotive cases are expected in 2009
- 2009 May MEDICAL AUDIT
- Official Agent role for Automotive assistance from June 2009
- AIM: preparation for the Agent role concerning medical assistance by summer 2010
- 2009: RSA services to be provided for Importers, Leasing Companies & Insurers

## Aid & Aim of Network building

- Cooperation with Generali & other Insurers
- Travelling habits of Hungarian tourists: they have a tendency of travelling to the neighbouring countries (growing number of assistance claims )
- Agent role: competitive prices from service providers, fixed tariffs
- Covered areas become „inland” instead of being „abroad”
- Provide competitive offers for new clients (for the whole region),
- Support the Automotive Strategy of EA Holding
- Language and cultural competence: Serbian and Croatian spoken 24/7/365
- Network managing know-how: EAHU handle close to 49 500 claims per year
  - standardized contracts
  - work flows adjusted to local needs
  - eliminating expected problems

# Partners

## TRAVEL Assistance



## ROADSIDE Assistance



## HEALTH Assistance



## HOME Assistance



## Contacts

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**Thank you  
for your attendance!**