



## On June 2, 2008, World Access® - Manulife Financial's travel assistance provider - changed its name to become Mondial Assistance®

By adopting the name of its parent company, World Access joined the 29 business units around the world which operate under the name Mondial Assistance. While you need to be aware of the name change, the most important information for you to know is that the phone numbers are not changing, nor is the quality of the services that you can expect to receive when using your travel assistance benefit.

Please continue to carry and use your current travel assistance cards. When you call World Access you will now be greeted by customer service representatives who identify the company as Mondial Assistance.

Mondial Assistance is one of the world's largest providers of specialty insurance and assistance services. In Canada, the company is known for its third party assistance services and travel insurance products. Mondial Assistance provides medical assistance to millions of Canadians travelling abroad, and insurance services to millions of credit card users and on-line travel consumers. In fact, over 8 million Canadians rely on Mondial Assistance each year, whether they're calling for answers to routine questions, or calling for help with complex medical and travel emergencies.

### About Mondial Assistance

- Headquartered in Paris, France
- Operation centres in 29 countries
- \$2 billion yearly revenue
- 8,600 associates worldwide
- Subsidiary of Allianz SE

### Mondial Assistance in Canada

- Headquartered in Kitchener, Ontario
- 34,000 assistance cases handled in 2007
- 17 languages spoken
- 15 registered nurses
- 250+ associates
- Member of Canadian Travel Health Insurance Association

*Mondial Assistance is a registered trademark of Mondial Assistance Group.*