



International Assistance Group celebrates its 20th anniversary in 2012!

International Assistance Group set up in 1992, provides local and international assistance through its network of expert assistance companies. The group gathers independent companies that provide worldwide medical, health, travel, home, legal and roadside assistance. This international alliance combines global values and broad knowledge of local cultures with a common goal to provide peace-of-mind solutions. The group has now formed 47 partnerships worldwide, collectively generating an aggregated turnover of €678 million.

International Assistance Group seeks to offer a quality service locally to its customers and corporate clients (both travellers and expatriates) to deal with the unexpected. Thanks to the expertise and resources of each individual assistance partner, customers receive the help they need when things go wrong, any time and almost anywhere worldwide.

Exclusively owned by its Partners, International Assistance Group works with hundreds of medical correspondents and suppliers from all over the world. The group employs over 6,800 employees who provide global assistance in more than 180 countries, 24 hours a day, 365 days a year. The partners that collectively form the International Assistance Group are experts in their domain, selected according to strict criteria defined by the International Assistance Group's network of Core Partners.

This year International Assistance Group is delighted to celebrate its 20th anniversary as the world's only international network of independent assistance companies. The group and its unique network have consistently proven its expert capabilities. In 2011 alone, its partners

handled more than 3.9 million cases, and 30,000 repatriations managed through its 54 emergency centres around the world.

The International Assistance Group is able to build upon its expertise and develop its network further, in part, thanks to its Supervisory Board. The balanced and representative body comprises of executive managers from partner companies located in five continents. Elected by the International Assistance Group shareholders, the Supervisory Board develops and defines the International Assistance Group's core strategy.

"We take great pride in how the organisation has grown and adapted over time. We have retained the core values of International Assistance Group and reinforced our commitment to quality. Being part of a strong, dedicated, network, that shares knowledge and expertise, provides unique opportunities to improve operations, create new business and strengthen personal relationships", says Brenda Durow, current Chairman of International Assistance Group.

For 20 years, International Assistance Group has provided assistance services to its clients and customers for a diverse range of needs. Cecile Hermetz, General Manager, employed by IAG since 1995, can easily testify to the development of the worldwide network. *"This year International Assistance Group celebrates its 20th anniversary. That date coincides with an increase in our capital, which had quadrupled by early 2012. This undoubtedly shows the trust of our shareholders. Started as a European "friends club" in 1992, International Assistance Group has steadily and naturally grown from just five partners to 47 in 2012. Mostly European-centered at its inception, we've been able to attract and retain companies from five continents by helping them ensure competitiveness in their local markets and guaranteeing their independence".*

Cecile goes on to say, *"the growth of our network, relies – above all – on the cooperation of our partners themselves, who each play a very active*

role in sharing their local know-how and pooling resources. This rich knowledge and expertise is the very wealth of our organisation. Together we've created a new network model in 2012, which we trust will help to expand the group further, as well as offering corporate clients and customers worldwide, the benefits of a professional unique network of assistance specialists, available around the clock".

Cecile Hermetz presented the first results of the strategy for 2012 at the International Assistance Group's International Forum, held in São Paulo from April 24 to 27. She explained, *"we're working hard to extend our global reach by adding more independent assistance companies to the network in order to achieve mutual goals and long-term growth, hand in hand"*.

Some milestones

1992 - Creation of International Assistance Group as a non-profit association

1996 - First IAG International Forum, gathering the Medical, Operations and Marketing Committees in Paris

1999 - Creation of the internal IAG Academy (training session)– the first academy edition held in Munich

2002 - Incorporation as a limited company

2006 - Creation of the International Assistance Group exclusive database

2012 - Increase in International Assistance Group's capital, which had quadrupled

2012 - New strategy and launch of the new Partnership Program

This worldwide commercial alliance of independent companies, spanning all the links in the assistance value chain was formed in 1992 by five European companies. The aim was – and remains – to help each other offer quality assistance services. The group's success has attracted accredited companies from five continents and it now boasts 47 partners:



Local Partners Global Solutions

1992 – Filo diretto (Italy)
 1992 – ADA Portugal (Portugal)
 1992 – ADA Spain (Spain)
 1992 – First Assist (United Kingdom)
 1994 – World Travel Protection (Canada)
 1994 – Athens Assistance (Greece)
 1994 – SOS International (Netherlands)
 1994 – Medcall (Switzerland)
 1995 – Omint (Argentina)
 2001 – Customer Care Solutions (Austria)
 2001 – Remed Assistance (Turkey)
 2001 – Global Voyager Assistance (Russia)
 2001 – On Call International (USA)
 2003 – Customer Care Pty Ltd (Australia)
 2003 – Ike Asistencia Mexico (Mexico)
 2003 – Netcare 911 (South Africa)

2004 – Garantie Assistance (France)
 2005 – Asia Assistance (Malaysia)
 2005 – Assistance Alliance International (Thailand)
 2005 – Pol Assistance (Poland)
 2006 – Ike Asistencia Brazil (Brazil)
 2006 – Ike Asistencia Colombia (Colombia)
 2006 – Ike Asistencia Venezuela (Venezuela)
 2006 – Ihi Bupa (Denmark)
 2006 – Assistance Alliance International (Indonesia)
 2006 – Assistance Alliance International (Philippines)
 2006 – Assistance Alliance International (Singapore)
 2007 – Fil Assistance (France)
 2007 – GlobeMed (Lebanon)
 2008 – Customer Care Pty Ltd (New Zealand)
 2009 – med con team (Germany)
 2010 – Global Doctor (China)

2010 – Maroc Assistance Internationale (Morocco)
 2010 – Ike Asistencia Argentina (Argentina)
 2011 – Omint (Brazil)
 2011 – Call Assistance 24 (Czech Republic)
 2012 – Inter Chauffeurs Services (France)
 2012 – Life Support Patient Transport (Canada)
 2012 – Rowland Brothers International (UK)
 2012 – Anubis International Assistance (France)
 2012 – Commercial Medical Escort (USA)
 2012 – BIMC Hospital (Indonesia)
 2012 – Tyrol Air Ambulance (Austria)
 2012 – Multi Servicios OK (Chile)
 2012 – Mutas (Belgium)
 2012 – D & G cars (UK)
 2012 – Flying Home (Singapore)

More information: www.international-assistance-group.com

Contact : Céline Durey Cernet -International Marketing & Communication Coordinator, International Assistance Group, 9, rue Jean Baptiste Pigalle, F- 75009 PARIS, Tel : +33 (0) 1 55 30 09 10, celine.durey@netiag.com