

## **Insurance for Malév travellers Malév enhances online services**

**Malév Hungarian Airlines and Mondial Assistance have introduced a new online service for Malév customers on the 17 October. With the Mondial Assistance travel insurance packages passengers can subscribe to cancellation insurance on the airline's website, even at the time they purchase their ticket. The new products extend the coverage beyond the mere flight, since Malév ensures transport safety, and Mondial Assistance provides all other guarantees related to the trip.**

Last year, approximately 3% of Malév travellers did not use the tickets they had bought. This represents several hundreds of millions of forints. According to international industry practice, travel cancellation is refundable only when the air ticket is bought with this option, unless the person already has equivalent insurance. Now however, anyone holding this new insurance is entitled to a refund even if the air ticket they had purchased was non-refundable. For these people, the cost of the air ticket, or a considerable proportion of it can be reclaimed, depending on the conditions of the insurance policy.

Up till now, Hungarians have tended not to subscribe to travel cancellation insurance. However, it is likely that this service will quickly gain popularity, particularly among those passengers booking premium fares.

These special travel insurance products were developed jointly by Mondial and Malév specifically for the airline customers. The airline and the insurance company offer a total of four different packages, which can be bought together with the ticket or at a later date, by clicking on the "Travel insurance" menu.

Within the new services, Malév customers can find full travel insurance cover (sickness, accident, luggage insurance). In addition, the two companies offer an annual travel insurance cover for frequent flyers. It is expected that this particular package will be available on the new Malév website at the end of the year. Registered Duna Club members can – depending on card tier – enjoy a higher amount of compensation than certain standard covers.

The agreement on the new service provision was signed by Péter Leonov, Malév CEO, and Erick Morazin, director of international travel sales for Mondial Assistance, at a press conference on the 17 October 2008.

*"Following the presentation last month of web check-ins, it is with great pleasure that this month we can announce a new online service in partnership with the Mondial Assistance insurance company. The experience Mondial Assistance has accumulated in e-Business makes it possible to offer travel insurance packages directly to our customers via the Malév portal, by which they may book insurance at the same time as their ticket,"* said Malév CEO Péter Leonov.

*"Malév has reacted rapidly to market challenges and customers demands. The company is introducing new services of the highest standard. We are particularly delighted to be able to offer travel insurance solutions meeting the demands of Malév and its customers,"* said Erick Morazin, Mondial Assistance international sales manager, after the signing ceremony.

### **The four travel insurance products:**

- **MALÉV travel insurance package**  
(travel cancellation costs and sickness, accident and luggage insurance)

- **MALÉV travel cancellation insurance**  
(travel cancellation costs, flight delay cover)
- **MALÉV sickness, accident and luggage insurance**  
(hospital and emergency transport costs, luggage)
- **MALÉV annual travel insurance – for regular travellers**  
(travel cancellation costs and sickness, accident and luggage insurance for regular travellers)

**Mondial Assistance Group: an intervention every 3 seconds around the world.**

International leader in Assistance, Travel Insurance and Personal Services, today the Mondial Assistance Group counts more than 9,356 employees who speak 40 different languages and work throughout the world with a network of 400,000 service providers and 180 correspondents. 250 million people, or 4% of the world's total population, benefit from its services, which the Group provides on all five continents. The Mondial Assistance Group is a member of the Allianz Group.

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