



PRESS RELEASE

AXA Assistance Germany Launches New Service Centre in Frankfurt (Oder)

Optimal Customer Care and Expansion of Core Business in Central and Eastern Europe

Frankfurt (Oder), 1 December 2005 --- On 1 January 2006, AXA Assistance Germany will launch a new Service Centre in Frankfurt (Oder), located in the German state of Brandenburg. A staff of over 50 will care for predominantly European clients in the automobile industry, offering services such as breakdown and accident assistance. The Service Centre is being established under the direction of INTER PARTNER ASSISTANCE SERVICE GmbH, which belongs to AXA Assistance Germany. A further expansion, accounting for 100 jobs in total, is planned for 2007.

“In order to be able to achieve our growth targets, we have chosen Frankfurt (Oder). Here we have found the optimal prerequisites, with which it is possible to offer high quality services at a competitive cost”, explains Martin A. Weintz, spokesman for the Board of Directors of AXA Assistance Germany. “Within the framework of this strategy, the qualification and further education of our employees plays a crucial role. This is especially valid for the new location in Frankfurt (Oder). We are planning to qualify young employees in vocational training jobs.”

The Frankfurt (Oder) site is described by Martin A. Weintz as a contribution by AXA Assistance Germany to the overall strategy of the AXA Group. “Frankfurt (Oder) represents an important step towards realizing *Ambition 2012*, which aims to double turnover and triple profits. The new Service Centre, along with Munich, London and



Mauritius, provides a basis for optimising our work processes in caring for globally active clients.” The medium-term objective is to establish Frankfurt (Oder) as a Service Centre catering for the central and eastern European region.

Brandenburg’s Minister for Trade and Industry, Ulrich Junghanns, declared at the announcement of the new site: “I am very pleased that the choice of location has been in favour of Frankfurt (Oder). With AXA Assistance Germany, a renowned company is setting up base in the city on the Oder. Attracting a company in the Customer Service Centre industry is an added success for us. This reinforces the economic strength of Frankfurt (Oder) and creates new jobs. Frankfurt (Oder) has developed itself into a strong location for modern tele-service companies. Here companies can find motivated employees with language skills which include those required for the growing service market in eastern Europe.”

“Thanks to the excellent co-operation with the Investor Centre Ostbrandenburg, the pre-conditions for this project were arranged in record time”, says Martin A. Weintz. “The quality of the support convinced our President, Yves Masson, and made it easy to decide in favour of this location.”

About AXA Assistance Germany

AXA Assistance Germany is a leading provider of assistance services to companies in such industries as tourism, credit cards and automobiles. The company employs a staff of around 200 in Munich, as well as approximately 200 in Mauritius and 60 in London. In 2004 AXA Assistance Germany had earnings of € 42.3 million, which represents a growth rate of 29% over the previous year. The company handled over 200,000 assistance cases for its clients around the world last year, e.g. breakdown and accident assistance, medical transfers and car damage claims.



AXA Assistance Germany is a member of the globally active AXA Assistance Group, which has its headquarters in Paris. The company is a wholly-owned subsidiary of the insurance group AXA S.A., which is listed on the Paris and New York stock exchanges.

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