

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 is joining the 29 business units around the world which operate under the name Mondial Assistance. While you and your plan members 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.

Plan members can continue to carry and use their current travel assistance cards. As new members are added to your plan in the coming weeks and months, those new plan members will receive cards with the Mondial Assistance name and logo. Beginning on

June 2, callers to World Access were greeted by customer service representatives who identified 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.