

## PRESS RELEASE

### UNIPOL LAUNCHES THE FIRST SERVICE CENTRE SPECIALLY FOR MV CUSTOMERS

**This centre, the only one of its kind in Europe, will put the Company at the forefront of integrated management of all stages of the MV claims process (from reporting to repairs), offering the policyholder a special, easy-to-access and guaranteed service.**

**The first Unipol Service Centre will be in Casalecchio di Reno and will be available to all policyholders in the province of Bologna.**

Bologna, 6 December 2013 – The first Unipol Service Centre was inaugurated today in Casalecchio di Reno. It is the only one in Europe and will enable the Company to provide customers with a valuable service by managing all stages of the MV claims process: reporting, expert valuation, monetary compensation or repairs.

The project was designed and implemented to provide Unipol customers with a new and distinctive experience: policyholders' claims arising from damage to their motor vehicles will be managed and resolved with the minimum of fuss and within the shortest possible time.

Even before reporting an incident, and without an appointment required, policyholders will be able to go to the Unipol Service Centre between 8 am and 8 pm Monday to Friday and 8 am to 1.30 pm Saturdays to open a claim file, obtain an expert valuation and, if not opting to have their vehicle repaired, obtain monetary compensation in real time, thanks to the presence of loss adjusters and claims handlers in the Centre.

If the vehicle is to be repaired, staff will explain to the customer the nature of the repairs, take charge of the vehicle and arrange for the work to be done by one of the network of authorized vehicle bodyshops, using original guaranteed parts, and have it returned to the Centre within a fixed timeframe. The Service Centre will also offer the customer an alternative form of transport such as a replacement vehicle or a taxi voucher.

Casalecchio di Reno will deal with both vehicle repairs and windscreens, since it will include a branch of MyGlass, the new specialist in repairing and replacing car windscreens. Repairs will be free for policyholders covered for windscreen damage.

The facilities of the Unipol Service Centre, currently available to customers of Unipol Assicurazioni, will be extended to Fondiaria-SAI policyholders in the first half of 2014 and

Unipol Gruppo Finanziario S.p.A.

Sede Legale: via Stalingrado, 45 - 40128 Bologna (Italia) - tel. +39 051 5076111 - fax +39 051 5076666  
Capitale sociale i.v. Euro 3.365.292.408,03 – Registro delle Imprese di Bologna, C.F. e P. IVA 00284160371 – R.E.A. 160304  
Capogruppo del Gruppo Assicurativo Unipol iscritto all'Albo dei gruppi assicurativi al n. 046

[www.unipol.it](http://www.unipol.it)

more centres will open in the new year in several major Italian cities, starting with Milan and Rome.

"The introduction of this project," said Giacomo Lovati, Unipol Assicurazioni Claims Manager, "is a further indication of Unipol's innovative approach in the insurance sector and follows on from the introduction of the black box, with which we lead the market in Europe with more than 1 million devices fitted. The Service Centre is Unipol's way of 'giving reassurance' and fulfilling its customers' requirements: services and safety, together with convenience, are the key points on which we wish to concentrate our resources in order to have an ethical, fair and steadily improving relationship with our customers."

### **Unipol Service Centre - Via Guido Rossa 86, Casalecchio di Reno**

#### Contacts

#### **Unipol Gruppo Finanziario**

Group Communications

Andrea Gaudenzi

[pressoffice@unipol.it](mailto:pressoffice@unipol.it)

Tel. +39/051/507 7705

Fernando Vacarini

[fernando.vacarini@unipol.it](mailto:fernando.vacarini@unipol.it)

Tel. +39/334/661 5646

Carla Chiari

[carla.chiari@unipol.it](mailto:carla.chiari@unipol.it)

Tel. +39/02/5181 5021 - +39/338/720  
7314

#### **Barabino & Partners**

Massimiliano Parboni

[m.parboni@barabino.it](mailto:m.parboni@barabino.it)

Tel. +39/06/679 2929 - +39/335/830 4078

Giovanni Vantaggi

[g.vantaggi@barabino.it](mailto:g.vantaggi@barabino.it)

Tel. +39/02/7202 3535 - +39/328/831  
7379