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**PRESS
RELEASE**

GENERALI SUPPORTS CLIENTS HIT BY FLOODS IN EUROPE

- Estimated net impact from bad weather c. €100 mln

Trieste – Task forces of experts in the most damaged regions, 24/7 support to its clients, tailored measures to settle claims and voluntary initiatives by its employees – the Generali Group is implementing extraordinary and region-specific actions to face the emergency that citizens and businesses have been experiencing in the last week due to floods in Central-Eastern Europe, Germany and Austria.

The initiatives were activated since the very beginning of the flood events to provide assistance in the emergency as well as to assess the damages caused by bad weather. Generali estimates **an impact** from damages – net of reinsurance recoveries and taxes – of approximately **€100 million**.

In **Germany**, a few thousand claims have been already reported as inundations persist. Part of the Group's staff who normally deals with the P&C claims management has been deployed in the damaged areas. In particular, in the city of Gera, a crisis unit has been set up with a dedicated team for the coordination of operations. Furthermore, Generali is currently considering plans to establish a container village in the town. Two other centres are operating in Bavaria and Baden-Württemberg.

In **Czech Republic** hundreds of operators of the Group's companies are supporting clients. One week after the events, the commitment and experience of Ceska Pojistovna operators allowed the company to record over 10,000 claims out of 40,000 currently estimated by the Company. Generali CZE has already settled 30% of the registered claims. Cash advances on claim settlements have been made available to face inconveniences. To inform citizens on claims procedures, an awareness campaign has been activated in addition to a 24/7 client service number. Initiatives on Facebook and Twitter have been started as well. Employees of the Group's companies have launched voluntary activities in the most damaged areas. In Slovakia and Hungary too, call centers have been set up to provide continuous support.

In **Austria**, where the risk of floods and landslides has not fully subsided, Generali has activated a hotline working on 24/7 basis. On the company's website, a guide is now available to explain how to proceed. Customers can file the claim and be timely informed on the status of the procedure by mobile texts.

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More information is available on the following local websites:

Germany:

<http://www.generali.de/online/portal/geninternet/content/826716/337432>

http://www.amv.de/internet/amven/amven_inter.nsf/ContentByKey/JFRH-8D2DE4-DE-p

Czech Republic:

www.ceskapojistovna.cz/kalamity

<http://www.generali.cz/stranky/informace-pro-klienty-zasazene-povodni>

Slovakia:

www.generali.sk

Hungary:

www.generali.hu

Austria:

<https://www.generali.at/generali-gruppe/hintergrundwissen/experten-tipps/richtig-handeln-bei-hochwasser.html>

THE GENERALI GROUP

The Generali Group is one of Europe's largest insurance providers and the biggest European life insurer, with 2012 total premium income of € 70 billion.

With 80,000 employees worldwide and 65 million clients in more than 60 countries, the Group occupies a leadership position on Western European markets and an increasingly important place in Central and Eastern Europe and Asia.