

## Pacifica launches an innovative claims management iPhone app

**Pacifica, a Crédit Agricole Assurances subsidiary, is launching a free iPhone application that home and car policyholders<sup>1</sup> can use to submit claims quickly and securely.**

The main "Submit a Claim" function allows users to provide information about the claim and attach up to five photos. Photos captured through the app are dated, geolocated, indexed, stocked and legally certified at no charge thanks to Codasystem's Shoot&Proof™ technology.

This innovative way of reporting claims is fully integrated into Pacifica's processes to ensure that claims are handled efficiently.



The app also offers policyholders a number of other services:

- Shows the locations of the nearest glass repair specialists in the event of damage to a car window,
- Provides connections to emergency services and a direct link to a claims manager in case of an accident,
- Gives access to a protected, secure space to store personal notes and photos of property (also for non-policyholders),
- Plays tutorials explaining Pacifica's claims management procedures and the importance of properly filling out a joint accident report.

With this new app, Pacifica is further widening its multi-channel offering, giving customers more options for managing their policies.

Try out the application. Download it free using the QR code below.



<sup>1</sup> Personal customers with a car or home insurance policy from a Crédit Agricole Regional Bank.

### **About Pacifica**

Pacifica, the non-life subsidiary of Crédit Agricole Assurances, is one of the leading property & casualty insurers in France, with €2.1 billion in premiums, up by 9% in 2009. Pacifica offers a full range of insurance products for individuals (car, home, life's accidents, legal protection, health, etc.) as well as for farmers and professionals.

### **About the Crédit Agricole Assurances Group**

The Crédit Agricole Assurances Group is the European leader in bancassurance and the No. 2 life insurer in France by premium income. It handles all the Crédit Agricole Group's French and international insurance activities and comprises Predica for personal insurance, Pacifica for non-life insurance, CACI for creditor insurance, the international insurance subsidiaries, and Caagis for IT management and services.

Key figures for the Crédit Agricole Assurances Group (at 31 December 2010):

- €29.7 billion in premiums
- €218.5 billion in underwriting reserves
- €1.4 billion in consolidated net income
- More than 3,200 employees

[www.ca-assurances.com](http://www.ca-assurances.com)

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