



red24 provides ACE travel security

Global insurers add security services to backpacker policies

London, UK, 27th June, 2006 – Personal security specialists red24 today announced a deal with ACE European Group Limited (ACE) to provide security services to its backpacker, student and gap year travel insurance policy holders. The global insurer has consolidated the cover needs of these travellers into a single insurance offering, ACE Traveller. Each policy will include three security services: access to red24's website for the latest information on security risks around the world; full written and verbal reports on any destination or issue of concern; and SMS alerts updating travellers of any security issues as they arise. ACE Traveller policyholders will also have an exclusive offer to buy red24alert, a 24 hour response service that offers the facility of dispatching a security specialist should you need direct assistance.

As backpackers, students and gap year travellers often visit politically or environmentally dangerous areas and are exposed to increased risk of crime and injury, ACE identified personal safety as a key priority, both for the traveller and their friends and family at home. With this in mind, each ACE Traveller policy holder can submit two mobile phone numbers, one for themselves, and one for a partner or family member - SMS alerts on security issues arising around the world will be sent to both recipients. Likewise, every policyholder will have access to a special members-only website detailing the latest information and advice on a variety of issues relevant to their security around the world. This allows friends and family to monitor any situations causing concern, and find up-to-date guidance.

In addition, red24 will compile in-depth written and verbal reports providing information and advice on any specific destinations or problems members have. So, should a traveller be considering adding a destination to their journey whilst they are travelling, red24 will rapidly gather the most up-to-date information and make recommendations or address points of concern. Travellers can also log their planned itinerary with red24, and the security team will provide a report for each destination two or three days before the member is due to travel there. This guarantees the information is current, whilst giving the traveller enough time to change plans or ask any further questions that may arise. red24's Crisis Response Management (CRM) Centre is open 24 hours a day to answer any queries.

Ges Lonsdale, Business Development Manager, e-Commerce Europe, ACE European Group, said: "Often, it's parents that insist on insurance as they're all too aware of the dangers facing their children, and for us, offering security services is the next step in providing peace of mind. By adding these services to our policies, we are no longer just insuring people against problems they might face, but also helping them avoid these problems in the first place. red24 offers the flexibility that travellers need, allowing them to access professional help as little or as much as they like, whenever and wherever they like. The services offer an easy-to-use resource that isn't patronising or politically influenced, and helps both travellers and their parents keep up to date."

ACE Traveller policyholders will also be offered an exclusive deal to buy red24alert - physical assistance for any member that becomes involved in any kind of security-related emergency. This means that, regardless of the time or the nature of the threat, red24 will send someone from its global network of security specialists to help the member within 24 hours if they are in a life-threatening situation, almost anywhere in the world. ACE Traveller policyholders are not only offered a significantly reduced rate for this service, they can also buy membership in blocks of three months to suit the length of their travels, rather than the standard 12 month membership offered directly by red24. ACE members opting for the full 12 months will be given an extra month's membership free, as a "year out" often lasts slightly longer than 365 days.

Jonathan Simpson Tarling, director at red24 said: "More and more, young people want to go out and see the world, but news reports of conflict, natural disasters and terrorist attacks can make this a very scary prospect for the traveller and their family at home. As this is often the trip of a

lifetime, we hope that, by providing information and guidance in advance and as needed, we will help lower the risk of anything happening to ruin the experience. In the rare instances that something does go badly wrong, travellers can turn to us for assistance and advice. We see insurance and security services as a natural combination.”

ACE anticipates that over 10,000 students, backpackers and gap year travellers will take out this policy in the first year. The insurance company has already found offering red24 services to be a vital addition to the travel section of its *businessclass premier* policy, which is tailored to suit the requirements of Fortune 500 companies.

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About red24

red24 are personal security experts that assist people around the world with any security related problems and concerns they or their family may have – before, during or after a trip abroad, or even if they are at home. Members can contact red24 any time of the day or night, from around the world, for security advice, assistance and physical response services. Established in 2000, red24 was developed out of the need for easily accessible security guidance and support - delivered with care, expertise, clarity and timeliness.

red24's clients range from individuals going travelling and their families, through to corporate members. There are two membership options available – red24 and red24alert. red24 provides members with information and advice relating to the countries that they will be visiting before and during their visit. The web site covers 150 countries and offers detailed guidance on each country ranging from civil threats through to terrorism. All advice is tailored to meet the member's specific needs. red24alert gives members the same assurances as red24 with the added benefit of full, worldwide 24/7 on-the-ground assistance in the event of things going wrong when abroad, whether it be in the form of a natural disaster, terrorist incident or personal attack. For more information please log onto www.red24.info.

About ACE

ACE provides competitively-priced travel insurance for backpacking, gap years and work or study abroad. Cover includes free safety and security information and advice from partner red24, and can be purchased online at www.acetravellerinsurance.com

The site is easy to use and cover can be arranged immediately, with policy confirmation on-screen and via email, and the useful option for SMS policy details. Prices for most options can be viewed with one click of the mouse. Full policy wordings and key facts about the cover are all easily accessible before you buy.

ACE Traveller Insurance is underwritten and provided by ACE European Group Ltd, one of Europe's leading providers of Property, Casualty, and Accident and Health insurance. Headquartered in London, the Group has an established presence in 15 countries across Europe and Freedom of Services permissions to operate in 27 European countries. ACE European Group Limited is authorised and regulated by the Financial Services Authority (FSA) – registration number FRN202803. Additional information on ACE European Group Ltd. can be found at www.aceeuropeangroup.com

The ACE Group of Companies is a global leader in insurance and reinsurance serving a diverse group of clients. Headed by ACE Limited (NYSE: ACE), a component of the Standard & Poor's 500 stock index, the ACE Group conducts its business on a worldwide basis with operating subsidiaries in more than 50 countries. Additional information can be found at: www.ancelimited.com