



## PRESS RELEASE

25 January 2009

### **The storm of 24 January, 2009: first measures taken by GROUPAMA**

**Following the exceptionally severe storm that affected the south-west of France on Saturday 24 January, GROUPAMA and its subsidiary GAN Assurances have taken the following measures:**

- GROUPAMA and GAN Assurances networks went on the alert on 24 January, immediately after the storm warning,
- The crisis plan was put into operation, immediately mobilizing people in the relevant local French *départements*,
- On the morning of Sunday the 25, teams of inspectors began their first evaluations,
- Contact centre resources were scaled up to respond to policy holder inquiries and claims under the best possible conditions,
- In local agencies, sales staff will receive policy holders on Monday morning to handle claims,
- Claims inspectors and experts appointed by Groupama and GAN Assurances will pay our advances on the spot for the most serious cases,
- Teams will be brought in from other regions to help local people provide more effective aid to policy holders,
- **Exceptionally in view of the seriousness of this situation, GROUPAMA and GAN Assurances will not apply claims excess for rebuilding coverage for storm risks to individuals,**
- **Non-storm risk cases (especially flooding) will be examined without awaiting the publication of the Natural Disaster decree in the French Government *Journal Officiel*.**

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