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## PRESS RELEASE

### **Crédit Agricole Normandie and Crédit Agricole Assurances to open a claims management unit in Caen's urban hub**

To support its growth, Pacifica, Crédit Agricole Assurances' property and casualty insurance subsidiary, is announcing that it will be opening a new claims management site in the Caen area at the end of 2020. This will be the 20th site of this type, all based in France, and the third opening in one year following the centres announced for Saint Etienne and La Roche-sur-Yon, creating nearly 300 jobs in the regions.

Innovation and customer satisfaction are positioned as a core focus within Pacifica's strategy. Its performance is built around the differentiation of its products and services, its excellent relations, and its effective control over management and technical costs. Thanks to the employees from its 17 units spread across all of France's regions, Pacifica managed over 1.2 million claims in 2018, with a 94% satisfaction rate.

For Daniel Epron, Chairman of Crédit Agricole Normandie: *"The opening of a new claims management unit for Crédit Agricole Assurances (Pacifica) in Caen represents an outstanding opportunity for our region. I am delighted with the jobs that this is going to generate for the Caen region, with around 100 jobs to be created in time. Crédit Agricole is contributing to local development and its region's dynamic progress".*

For Pascal Delheure, CEO of Crédit Agricole Normandie: *"Our Regional Bank has been supporting retail customers in the insurance sector since 1992, and it has extended its services to farmers since 2003 then all professionals, with businesses to follow very soon. With the continued growth in the number of risks insured, CA Normandie's insurance business recorded an increase of 12% in 2018, positioning us in third place out of the 39 Regional Banks. Today, the opening of this new site illustrates the cooperation between Crédit Agricole Normandie and the Crédit Agricole Group subsidiary Pacifica, which share a joint commitment to innovating to support our customers in difficult situations. With a satisfaction rate of 94% in the event of a claim, providing effective care for our customers has always been a priority".*

Thierry Langreney, Deputy CEO of Crédit Agricole Assurances and CEO of Pacifica, concludes: *"The announcement of this third opening in less than a year confirms the strong development of our property and casualty insurance business. This has been achieved thanks to our collective efforts and the talents of our employees and our partner banks. With this new site, we are confirming our*

commitment to building closer links with our customers, while working alongside the Regional Banks to support the regions, especially in terms of creating jobs”.

### **Crédit Agricole Assurances**

Crédit Agricole Assurances, the leading insurer in France, unites together Crédit Agricole’s insurance subsidiaries. The group offers a range of savings, retirement, health, personal protection and property insurance products and services. They are distributed by Crédit Agricole Group banks in France and in 9 countries worldwide, by wealth management advisors and general agents. The Crédit Agricole Assurances companies serve individuals, professionals, farmers and businesses. Crédit Agricole Assurances has 4,600 employees. It reported 2018 revenues of €33.5 billion (IFRS).

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

### **About Crédit Agricole Normandie**

A cooperative regional bank, Crédit Agricole Normandie, the market leader in its region, supports over 750,000 customers. Covering three departments (Calvados, Manche and Orne), Crédit Agricole Normandie has continually strengthened its proximity through its 179 branches and 2,100 employees. Today, thanks to its cooperative organisation, it has nearly 340,000 members among its customers and is effectively supported by its directors.

[www.ca-normandie.fr](http://www.ca-normandie.fr)

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