

Generali Improves its Customer Service with GN Netcom's Jabra Headsets

Paris, France – September 2009 - GN Netcom, the world leader in innovative hands-free audio solutions, announces that it is supplying headsets to Generali. The insurance company has purchased 1500 Jabra GN Netcom headsets to improve the quality of their customer service at eight call centers in France.

The model chosen by Generali is the Jabra GN9330e wireless headset. It is one of the company's most comfortable models available today. The earpiece is constructed using quality materials, weighs just 26 grams and features a noise-canceling microphone arm. It also boasts high quality audio, which reduces acoustic shock and guarantees the user clarity of communication, even in a noisy environment. It connects easily to a desk telephone, has a battery life of nine hours and a range of up to 120m.

"We are delighted to count Generali among our clients. We would like to note that companies are becoming increasingly aware of the benefits of wireless headsets. Quite apart from the perks on the user end, such as mobility and comfort, the choice of wireless headsets generates real gains in a company's productivity and allows them to improve how calls are managed," explains Jean-Baptiste Pain, Sales Director for France.

"We were looking for a wireless solution that would improve the comfort of our Customer Service teams in our call centers. We chose the Jabra wireless headsets because of their quality, their audio clarity and their robust construction. We are extremely satisfied with our choice," notes Pascal Ponchon, Service Manager, Telecommunications Department. Generali is now solidifying its relationship with GN Netcom and has ordered stock of a further 300 items.

About GN Netcom

Through its Jabra brand, GN Netcom is a world leader in innovative headset solutions. With around 900 employees and sales offices around the world, GN Netcom develops, manufactures and markets a broad range of wireless headsets and speakerphones for mobile users and both wireless and corded headsets for contact center and office-based users. GN Netcom's business activities also include its original equipment manufacturing (OEM) business. GN Netcom is a subsidiary of GN Store Nord A/S.

About Generali

The Generali Group is one of the principal players in the global insurance and financial product market. It has been providing insurance services for more than two centuries and boasts more than 300 subsidiaries in forty countries. As the second largest insurance company in France, with a turnover of 14.8 billion Euro in 2008, Generali France is the largest of the group's subsidiaries, insuring over six million customers. Thanks to its 7000 employees and a vast distribution network that includes

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The GN Netcom logo features the letters "GN" in a bold, black font inside a square box, followed by the word "Netcom" in a smaller, black, sans-serif font.

consultants, agents, brokers, financial advisors, bank partners and the Internet, the company offers a complete range of insurance products.

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