

August 30, 2017
Sompo Holdings Inc.

Start of Provision of Cross-Border Accident Response Service in the Greater Mekong Subregion

Sompo Insurance (Thailand) Public Company Limited, Inc. (hereinafter “Sompo Thailand Pcl.”), a member of the Sompo Holdings Group (Group CEO and president: Kengo Sakurada), will start providing a cross-border accident response service from September 2017 to its auto insurance policyholders having business activities that straddle the Thailand border in the Greater Mekong Subregion.

1. Background

In the Greater Mekong Subregion developed by 5 countries (Thailand, Vietnam, Myanmar, Cambodia, and Laos), the cross-border movement of goods and people has expanded due to the inauguration of the ASEAN Economic Community (AEC) and the integration of their economies accompanying the development of the infrastructure over a wide area.

With the backdrop, there is a growing customer need for smooth accident-response services because the number of auto accidents outside Thailand has been trending upward. Sompo Thailand Pcl. will start the cross-border accident response service in order to meet the need.

2. Outline

Sompo Thailand Pcl. will strengthen its organization and provide a high-quality accident response service covering the 4 countries of Malaysia, Cambodia, Myanmar, and Laos.

Details for the service are as follows;

- (1) Operation of the call center 24 hours a day, 365 days a year
- (2) Supporting customers in the local language, Thai, or English
- (3) Responding to accidents by staff who is knowledgeable about each local accident custom

Also, staff can quickly go to an accident scene as it has strengthened its accident-response system in each country.

3. Future developments

In July 2016, the 5 countries of the Greater Mekong Subregion and China agreed to relax border-crossing regulations. Consideration is being given to a creation of a system making possible intermodal transport, whereby freight does not require reloading to the destination. Cross-border transport in the Greater Mekong Subregion is expected to accelerate. Consequently, Sompo Thailand Pcl. is considering increasing countries covered by the service depending on development in each intermodal transport system.

Through its cross-border accident response service, Sompō Thailand Pcl. will meet the expectations of its customers expanding business in the Greater Mekong Subregion and contribute to the development of the area.