

PRESS RELEASE

EXTENDED SERVICES, MORE ATTRACTIVE TERMS: MEDIAMARKT AND SATURN LAUNCH NEW RANGE OF INSURANCE PRODUCTS AND EXTENDED WARRANTIES FOR ELECTRONIC ITEMS

- New, improved extended warranties (PlusGarantie) and insurance services (PlusSchutz) offer customers wider, more flexible protection of their new purchases
- Variable terms of up to five years and insurance premiums from just €1.99 per month
- Growth area of Services & Solutions strengthened by strategic cooperation with partners Aqilo, Zurich and SquareTrade

Ingolstadt, 13.05.2019: MediaMarktSaturn Germany is accelerating the expansion of its strategically most important growth segment Services & Solutions. The two consumer electronics retailers MediaMarkt and Saturn are now offering their customers a significantly improved range of extended warranties and insurance services on almost all new electronic devices. Depending on the product category, extended warranties and insurance can be taken out for up to five years – either on a flat-rate basis for a fixed period or as a subscription models with monthly premiums with flexible terms. Some subscription models even include a ‘no-claims bonus’ in the form of a partial premium refund at the end of the term. The new PlusGarantie extended warranty as well as PlusSchutz insurance for mobile electronic devices are being offered in conjunction with product insurance specialist Aqilo together with the Zurich Insurance. The partner for the PlusSchutz insurance products for smartphones is SquareTrade, a leading service provider in the field of insurance solutions for mobile phones.

MediaMarktSaturn Germany is creating extra added value for its customers and strengthening the range and value of its service offerings with its new warranty and insurance services. Working in cooperation with well-known insurance and warranty specialists, the leading consumer electronics retail company is offering customers a clear, flexible range of services from which they can select individually tailored protection for their electronics purchases. Said Florian Gietl, CEO of MediaMarktSaturn Germany: “Our new warranty and insurance services start where legal warranties or manufacturers’ voluntary guarantees end. Thanks to cooperation with Aqilo and Zurich as well as SquareTrade, we have made our services in this area even more transparent and flexible. This enables us to respond to our customers’ needs in the best way possible. At the same time, we’re reinforcing and sustainably expanding our strategically most important growth area Services & Solutions.”

Powerful partnership with Aqilo, Zurich Insurance and SquareTrade

MediaMarktSaturn is working with experienced insurance partners in the shape of Aqilo, Zurich Insurance and SquareTrade. It decided to enter into partnership with them mainly because of their expertise and their successful track record of quickly and smoothly adopting existing processes.

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Andreas Renner, CEO of Aqilo, had this to say: “Together with Zurich Insurance, we have formed a powerful team. It enables us to offer MediaMarkt and Saturn customers new, innovative products and services from a single source. This new form of cooperation centres around the customer and their current needs, and underlines the joint focus on practised service orientation.” “We look forward to working with strong partners in this growth segment. We will bring all our expertise to bear as one of the leading insurers in Germany and make an outstanding impression with our high level of customer focus,” added Dr. Carsten Schildknecht, CEO of Zurich Group Germany.

“Our partnership with MediaMarkt-Saturn brings our innovative services to Germany,” explained Kevin Gillan, Managing Director Europe at SquareTrade. “We are thrilled to enhance the insurance experience for MediaMarkt-Saturn customers by offering flexible plans to suit every customer and their insurance needs. In today’s world customers expect to receive quick resolutions, and that’s where our top-rated services come in.”

PlusGarantie: Additional warranty for up to five years

The PlusGarantie is a traditional extended warranty. It flexibly extends the warranty to three, four or five years depending on the product category. In partnership with Aqilo and Zurich, MediaMarkt and Saturn assume the manufacturer’s warranty for malfunctions as well as malfunctions caused by the wear and tear of original batteries, either by means of free repair or the refund of the original price if the item can no longer be fixed. Customers with a three-year PlusGarantie can if they prefer opt for an immediate replacement and receive a device of the same type and quality instead of having their item repaired. Warranties can be paid for in one go for the full term or in monthly premiums. One special feature of the subscription model is its duration. Although all warranties are initially taken out for twelve months, depending on the product category, this term can be flexibly extended in twelve-month increments. If no claims are made throughout this term, the customer also receives a premium refund.

The following warranty packages are available (in cooperation with Aqilo and Zurich):

Term	Product categories	Premiums
PlusGarantie 3 years (no excess)	Small electrical appliances, printers, monitors, office communication electronics, DVD/Blu-ray players, games consoles	Flat rate from €14.90 Monthly from €1.99
PlusGarantie 4 years (no excess)	Laptops, convertibles, desktop PCs	Flat rate from €19.90 Monthly from €2.49
PlusGarantie 5 years (no excess)	TVs, hi-fi, TV receivers, large electrical appliances, built-in appliances, microwaves, floor care, fully automatic coffee machines	Flat rate from €49.90 Monthly from €2.99

All-round protection for mobile devices with PlusSchutz powered by SquareTrade

PlusSchutz insurance policies are designed for mobile devices such as laptops, cameras, smartphones and so on. They cover damage caused by items breaking, falling or being dropped, or being damaged by natural elements such as moisture as well as the wear and tear of original batteries (after the manufacturer warranty has expired). Faulty devices are either repaired or replaced with reconditioned models. Optional protection against theft is available, too.

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In the event of a claim, the insurance partner SquareTrade offers smartphone owners especially rapid assistance. They can use the while-you-wait repair service in their nearest MediaMarkt or Saturn store, or if they prefer, SquareTrade will collect the smartphone directly from the customer and repair it within 48 hours. Alternatively, customers can have a replacement phone sent overnight to an address of their choice anywhere in Europe.

As with the PlusGarantie packages, customers can normally choose between a fixed term with a single payment or a flexible term with monthly premiums.

Insurance packages for smartphones (in cooperation with SquareTrade):

Term	Product categories	Premiums
PlusSchutz 2 years (with excess)	Smartphones, mobile phones	Flat rate from €64.90
PlusSchutz 1 to max. 60 months (no excess on repairs)	Smartphones, mobile phones	Monthly from €5.99 (monthly cancellation)
PlusSchutz 1 to max. 60 months (with excess)	Smartphones, mobile phones	Monthly from €4.99 (monthly cancellation)

PlusSchutz packages for mobile devices apart from smartphones can be taken out for a minimum 12-month period and can be flexibly extended in twelve-month increments.

Insurance packages for other items (in cooperation with Aqilo and Zurich):

Terms	Product categories	Premiums
PlusSchutz 2 years (no excess)	Wearables, mobile audio devices, satnavs, headphones, hard drives	Flat rate from €19.90 Monthly from €2.99
PlusSchutz 3 years (no excess)	Notebooks, convertibles, desktop PCs, tablets, cameras	Flat rate from €39.90 Monthly from €2.99



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About Aqilo

AQILO Business Consulting GmbH is a leading broker of equipment protection insurance in the German-speaking countries and specializes in handling warranty extensions. Based in Vienna and founded in 1998, the company has more than 20 years' experience in the management of warranty services. It works with a raft of European insurance companies and retailers. www.aqilo.com

About Zurich

Zurich Group Germany is part of the Zurich Insurance Group, which operates worldwide. With revenue from premiums (2017) exceeding €5.5 billion, investments of €48 billion, and about 4,900 employees, Zurich Group Germany is among the leading insurers in Germany and offers a wide range of property and life insurance products. It provides innovative, first-class solutions for insurance, provisional insurance, and risk management from a single source. Focus on individual customers and outstanding advice take top priority. www.zurich.de

About SquareTrade

SquareTrade is a leading service provider in extended insurance solutions for mobile devices. It's already trusted by millions of customers for its fast, exceptional service. SquareTrade's solutions protect mobile devices, tablets and other consumer electronics products from malfunctions, accidental damage and life's frequent mishaps. Headquartered in San Francisco and London, SquareTrade is an Allstate company. www.SquareTrade.com

About MediaMarktSaturn

The MediaMarktSaturn Retail Group is Europe's leading commerce company for consumer electronics and related services. It sees itself as a partner, daily companion and navigator for consumers in an increasingly digitized world. MediaMarktSaturn and its portfolio of formats and brands flexibly respond to the needs of different customer groups and countries. Apart from fronting the MediaMarkt and Saturn brands, which comprehensively network their more than 1,000 bricks-and-mortar stores (including 430 in Germany) with online sales platforms, the Media-Saturn Group operates online pure players such as iBood. Moreover, its portfolio includes its own brands PEAQ, KOENIC, ISY and ok. Majority-owned by CECONOMY AG, in 2017/18 MediaMarktSaturn and its approximately 62,000 employees generated total sales of about €21 billion. www.mediamarktsaturn.com

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