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Think Services' International Customer Management Institute announces winners for Global Call Center of the Year Award

Princeton, NJ—October 14, 2008 –Think Services' International Customer Management Institute (ICMI) has announced the winners of its annual Global Call Center of the Year Award, which recognizes outstanding contact center operations. The award was presented on September 16th, 2008 at ICMI's flagship call center conference, the Annual Call Center Exhibition (ACCE) in Phoenix, Arizona.

Mondial Assistance, a global leader in specialty insurance and emergency assistance services, won in the large call center category.

“ This award is first and foremost a recognition of the Mondial Assistance associates, whose hard work and dedication to caring, professional assistance is the hallmark of what we do,” said Pam Dufour, Chief Services Officer at Mondial Assistance, who was on-hand to accept the prize. “We are pleased to accept this honor from ICMI and look forward to celebrating this success together in the weeks to come.”

Careerbuilder.com, the nation's largest online job site, received this award in the small-medium call center category.

"The CareerBuilder customer service team is committed to providing the best resolutions for our customers in a quick and efficient manner," said Michael Hargis, Vice President of Customer Care at CareerBuilder.com. "We work hand-in-hand with all CareerBuilder departments to ensure the needs of our customer's are met. We are honored to receive this award from ICMI and share this win with the entire CareerBuilder organization."

“Awards highlight the best the industry has to offer, and this year was a perfect example,” said Richard Hand, Executive Director of Membership for ICMI. “Mondial Assistance and Careerbuilder.com personify how the pursuit of excellence is, in itself, a worthy cause. It is an honor to bestow this award upon such outstanding representatives of leadership within our industry.”

About the International Customer Management Institute

Founded in 1985, the International Customer Management Institute (ICMI), a part of Think Services, is one of the call center industry's most established and respected organizations. ICMI's mission is to provide resources and expertise that help individuals and organizations improve operational performance, attain superior business results and increase the strategic value of their customer contact services. Through the dedication and experience of its team,

uncompromised objectivity and results-oriented vision, ICMI has earned a reputation as the industry's most trusted source for: Consulting, Training, Publications, Events, and Professional Membership. Through constant innovation and research, ICMI's network of resources and services have become the industry's gold standard. To learn more, visit <http://www.icmi.com/>.

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About Mondial Assistance

Mondial Assistance is a global leader in specialty insurance and emergency assistance services. Four percent of the world's population or about 250 million people are served by Mondial Assistance businesses around the globe. In the United States, Mondial Assistance is best known for its Access America[®] brand of travel insurance and assistance services. Access America plans are sold in all 50 states by the finest travel agencies and suppliers. As one of 29 business units, the U.S. operation also serves major health insurers, credit card, and entertainment companies with insurance products, international travel assistance, and concierge services. For more information please visit: www.mondialUSA.com.

About CareerBuilder.com

CareerBuilder.com is the nation's largest online job site with more than 23 million unique visitors and over 1.6 million jobs. Owned by Gannett Co., Inc. (NYSE:GCI), Tribune Company, The McClatchy Company (NYSE:MNI) and Microsoft Corp. (Nasdaq: MSFT), the company offers a vast online and print network to help job seekers connect with employers. CareerBuilder.com powers the career centers for more than 1,600 partners, including 140 newspapers and leading portals such as America Online and MSN. More than 300,000 employers take advantage of CareerBuilder.com's easy job postings, 26 million-plus resumes, Diversity Channel and more. CareerBuilder.com and its subsidiaries operate in the U.S., Europe, Canada and Asia. For more information, visit <http://www.careerbuilder.com>.