



LesConcierges and John Paul are excited to announce a merger to create the leading global premium loyalty group

- The new John Paul group becomes number one in premium customer and employee loyalty services.
- The group becomes the only firm able to provide the same level of service excellence worldwide.
- With more than 1000 employees and a consolidated turnover of US\$70 million, the group targets US\$150 million turnover in 2017.

Paris, January 20th 2016, LesConcierges and John Paul announce their merger today. The John Paul group becomes number one in premium customer and employee loyalty services.

The first global company to deliver excellence in customer relationship management

This merger allows John Paul to deliver the same level and standards of service worldwide. This geographical coverage now enables global companies to rely on a unique partner to develop preferred relationships with their clients, who are increasingly demanding, numerous, and spread around the globe.

John Paul assists brands willing to retain their best clients, as well as companies seeking to enhance employee loyalty.

With services mainly delivered as white-label, John Paul aims to become the global Signature of Service Excellence.

Geographical, sector and technological synergies

The merger between John Paul and LesConcierges relies on outstanding synergies.

United, LesConcierges and John Paul's networks completely match in order to offer the world's most global geographical coverage in the sector. With more than 1,000 employees, the new group is present on all five continents: North America, Europe, Africa, Asia and Pacific, handling more than one million requests annually, with a consolidated turnover of US\$70 million. The goal is to reach US\$ 150 million turnover by 2017, within the sectors of customer and employee loyalty, which is estimated at US\$ 30 billion.

Together, both companies are able to propose the most comprehensive service offers to the most demanding brands, in terms of client and employee loyalty.

Unified, the two firms offer the most advanced technology platform, both in terms of user interface as well as Concierge tools, in order to guarantee the best customer experience.

David Amsellem, CEO of John Paul:

“The tools of the digital revolution enabled us to reinvent one of the most beautiful jobs in the world, that of a grand hotel Concierge.”

Our “Enhanced Concierge” became the pivot point for major brands seeking to retain their best clients and employees: we are the heart and soul of their loyalty program.

Beyond the numerous synergies, this merger represents a crucial milestone in our development along major international groups, since we become the only global company able to offer the same level of excellence and the same experience to clients across the world.”

About John Paul Group:

John Paul has created the “Enhanced Concierge”, a Concierge in the grand tradition, equipped with the digital revolution’s latest tools. Now serving the brands and companies most focused on their client relations, John Paul cultivates the immutable values of the Concierge: memory, intuition, commitment, network and discretion.

In 2016, John Paul merges with LesConcierges, making it the world’s number 1 in loyalty services with a combined workforce of 1,000 people across all five continents: North America, Europe, Africa, Asia and Pacific.

Equipped with the best business expertise, patented technology tools and networks of exclusive partners worldwide, John Paul offers the most exhaustive and global loyalty solution to prestigious brands and enterprises operating in the financial, automotive, transportation, telco, health, insurance, luxury industries and more...

John Paul assists its clients from designing their offer to implementing their customized loyalty programs, which comprises a full service offer with content and cross-canal animations.

Founded in Paris in 2007, John Paul France became Europe’s number one in premium customer relationship management. With offices in London, Berlin, Luxembourg, Marrakesh, Shanghai, Hong Kong and Singapore, John Paul counted 400 employees by the end of 2015.

Founded in 1987, LesConcierges became America’s number one in Concierge services targeted both at brands’ customers and their employees. With offices in San Francisco, Atlanta, London, Shanghai, and Sydney, LesConcierges employed over 600 people by the end of 2015.