

MOBILIZE

BEYOND AUTOMOTIVE

PRESS RELEASE

10/01/2022

ESTELLE PERY APPOINTED DIRECTOR OF QUALITY AND CUSTOMER SATISFACTION AT MOBILIZE



- **On 17 January 2022, Estelle Pery will join Mobilize as its Director of Quality and Customer Satisfaction.**
- **She will join the Management Committee headed by Thierry Charvet, SVP Quality for Renault Group as well as that of Mobilize, under and reporting to Clotilde Delbos, CEO of Mobilize.**

Estelle Pery will be responsible for defining and implementing processes to maintain consistent quality across Mobilize products and services, as well as ensuring all of the brand's customers are satisfied through the creation of a smooth customer journey with multiple points of contact.

She will harness her vision and knowledge to enhance customer relations and customer satisfaction, as well as the procedure for quality of service, to drive and develop a new outlook within the Group.

Estelle started her career at the Axa Group in 1996 before joining BNP Paribas in 2003. She then joined GE Money Bank in 2007, where she was appointed Director of Customer Relations seven years later before becoming Director of Operations and Cash at Crédit Mutuel-CIC Leasing Solutions in 2015. She took over the Customer Service and Quality Department at LeasePlan France in 2019 and remained in this role until coming to Mobilize.

A graduate of Lille business school, Estelle is also involved with the Inter-Elles organisation and GE Women's Network. She achieved Six Sigma Black Belt certification in 2011 and earned a degree in emotional intelligence in 2014, before becoming Chief Happiness Officer (CHO) in 2018.

About Mobilize

Mobilize is the fourth brand of Renault Group. Mobilize proposes flexible solutions around mobility, energy and data to meet the evolving expectations of consumers, businesses, cities and regions. Built around open ecosystems, Mobilize encourages a sustainable energy transition, in line with Renault Group's target to reach carbon neutrality and its ambition to develop value from the circular economy.

For more information, visit mobilize.com or follow Mobilize on [Twitter](#), [Instagram](#) and [LinkedIn](#).