

### **Grupo Catalana Occidente starts a new phase of its action protocol against Covid-19**

**The Group extends its preventive measures with the aim of ensuring the health and safety of its employees, customers and collaborators.**

Grupo Catalana Occidente has triggered a new phase of its action protocol against Covid-19, by means of which it reinforces the measures implemented in recent weeks to protect its employees, customers and collaborators.

Specifically, the Group has implemented teleworking among all employees in Spain of the companies Seguros Catalana Occidente, Plus Ultra Seguros, Seguros Bilbao, NorteHispana Seguros, and Atradius Crédito y Caución.

This measure involves over 4,000 Group employees in Spain and is added to the set of initiatives launched in recent weeks to deal with Covid-19. Following the outbreak in China, the Group limited working on-site at the offices of Atradius Crédito y Caución in Shanghai and Hong Kong and subsequently applied restrictions in northern Italy. In Spain the travel of the entire staff was restricted, and meetings and other internal events with attendees from various locations were postponed.

Furthermore, the Group has been providing its employees with information on the coronavirus, its symptoms and general measures to prevent it and other respiratory viruses, forwarding the Ministry of Health's main recommendations.

#### **Attending customers**

The implementation of teleworking also involves employees that were attending customers at these companies' branches, and therefore, these will remain closed until further notice. However, thanks to the online channels made available by the Group, its branches will continue providing support to its network of mediators and customers.

As a preventive measure, the Group advises its customers to make an appointment if they need to go to a branch. It also recommends that customers only go to branches to carry out operations that cannot be done telematically. Similarly, the Group has provided its mediators with a series of recommendations aimed at enabling them to continue rendering services with the utmost safety.

Lastly, it would like to remind its customers that they can resolve their queries by calling the following Group companies' customer service helplines:

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#### **About Grupo Catalana Occidente**

Grupo Catalana Occidente is one of the leaders in the Spanish insurance sector and the global credit insurance sector. With steady growth and a broad reach, it has more than 7,400 employees, a presence in more than 50 countries and serves more than 4,000,000 customers. Its network consists of over 1,600 offices and more than 17,000 mediators. It is currently ranked in fifth position in the Spanish market and second worldwide for credit insurance.

- Seguros Catalana Occidente customers can contact us on 932 220 212
- Plus Ultra Seguros customers can contact us on 917 838 383
- Seguros Bilbao customers can call 946 421 241
- NorteHispana Seguros customers can contact us on 935 126 111
- Atradius Crédito y Caución customers can contact 914 326 300

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If you require any additional information  
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