

Grupo Catalana Occidente launches a plan of measures to support its customers and boost their confidence in the face of Covid-19

The Group puts emphasis on its vocation to serving customers in order to appropriately meet their needs at a time such as the present.

Grupo Catalana Occidente has launched a set of measures designed to support its customers in the face of the exceptional situation generated by the outbreak of Covid-19 in Spain. In addition to launching initiatives aimed at mitigating the financial impact on families and SMEs, the Group offers different services through the companies Seguros Catalana Occidente, Plus Ultra Seguros, Seguros Bilbao and NorteHispana Seguros.

Among the measures designed to alleviate the financial situation of customers, an extension for the payment of bills has been made available for those who need it. The possibility of paying bills by direct debit or card has also been made available, thus avoiding people from having to make a trip.

In terms of coverage, the provisions resulting from death due to Covid-19 are covered by the life and funeral insurance policies. Car accidents during the state of alert are also covered, in both fully comprehensive car insurance and third-party car insurance policies, as per the terms and conditions of the policy taken out.

In addition, while the state of alarm is in force, all customers can make use of the 24h medical advice telephone.

Furthermore, the repair services are carrying out urgent interventions, provided that the authorities allow access to the property. The possibility of conducting a video assessment is also available with the aim of expediting the intervention.

Vocation to serving customers

"Given the exceptional times we are living, we must responsibly contribute to containing the virus and continue to provide the best possible service to our insured customers, who we want to give confidence in this complicated situation", explained the President of Grupo Catalana Occidente, José María Serra, in appreciation of the efforts made by the employees, collaborators and mediators.

"Insurers play a very important role in people's lives and companies by protecting them from uncertainties. Therefore, our vocation must be to appropriately meet the needs of our customers, especially at times like these", he stressed.

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.