

LÍNEA DIRECTA STRENGTHENS ITS SPECIAL MEASURES FOR DANA WITH FREE MOBILITY AND LEGAL ASSISTANCE SOLUTIONS FOR AFFECTED CLIENTS

- **Línea Directa Aseguradora has reinforced its special protocol for DANA in various areas of Spain, offering affected clients free mobility and legal assistance solutions.**
- **The company has urgently and at no cost provided over 100 replacement vehicles for self-employed clients in the Valencian Community who have lost their cars, ensuring their mobility and helping them resume their activities as soon as possible.**
- **All affected policyholders also have access to a legal assistance service to resolve any doubts related to DANA: claims for public aid, documentation to be submitted to administrations, rights of owners and tenants, payment deferrals, and tax measures, among others.**
- **Additionally, the company is offering flexibility in the payment of insurance premiums for affected clients to alleviate their financial situation under the current circumstances.**
- **The company has joined the collaboration agreement between the insurance sector and the Consortium to expedite the payment of compensation to clients affected by DANA in the Valencian Community between October 28 and November 4, and is already registering claims, assessing damages, and processing compensation proposals to the public entity.**
- **Línea Directa is already managing over 11,000 claims from its policyholders.**

Madrid, November 20, 2024. Línea Directa Aseguradora has expanded its special protocol to assist clients affected by the recent DANA floods in various areas of Spain, especially in the Valencian Community. As part of the new aid initiatives included in this protocol, the company will offer its policyholders free mobility and legal assistance services.

The insurer has urgently and at no cost provided **a fleet of over 100 replacement vehicles to affected clients**. These cars are initially being offered to self-employed clients whose vehicles need repair or are total losses, to ensure their mobility and help them resume their activities as soon as possible.

Additionally, Línea Directa offers all its clients, both individuals and businesses, **free personalized telephone legal assistance**. Through this service, the company's policyholders receive advice and help from an expert lawyer on issues such as compensation claims, available public aid and how to apply for it, the rights of owners and tenants in this situation, and tax measures.

Furthermore, the company is offering **flexibility in the payment of insurance premiums** for affected clients who request it, to alleviate their financial situation in these difficult circumstances..

Advice and assistance with CCS procedures

These extraordinary measures are in addition to the special protocol that Línea Directa launched on October 30 and has kept active since then.

As part of this protocol, the company has provided its policyholders with **a priority phone number** (918 079 990) **with extended hours from Monday to Sunday**, through which clients receive **advice and help in managing their claims with the Insurance Compensation Consortium (CCS)**, which is responsible for covering material and personal damages in cases of phenomena like this when clients have an insurance policy.

The company has also strengthened its support for affected clients through its X (formerly Twitter) account Línea Directa Te Atiende ([@LineaDirecta ATC](#)).

In this regard, Línea Directa has joined the public-private collaboration agreement between the insurance sector, through UNESPA, the Ministry of Economy, Trade and Business, and the CCS, by which insurance companies will help expedite the procedures of their policyholders in the Valencian Community affected by DANA between October 28 and November 4 of this year.

With the signing of this agreement, which aims to ensure that those affected receive compensation for the damages suffered as soon as possible, **Línea Directa is already handling, on behalf of the Consortium, the registration of claims, damage assessment, and processing of compensation proposals to the public entity**, which will ultimately continue the file and decide the amount of such compensation.

The company is **managing over 11,000 compensation requests** from its policyholders with the CCS.

Línea Directa continues to periodically inform its clients, through regular digital communications and its website, on how to act in this situation, check the status of their claims, and resolve any other doubts.

The company also offers affected clients **a free psychological and emotional support service**.

Fundraising and basic material collection

In parallel, Línea Directa has launched various solidarity actions to support those affected. In collaboration with the Red Cross, Línea Directa has launched [a donation campaign](#) among its employees, clients, and the general public to raise funds to help those who have suffered from this natural disaster and require urgent assistance. The company will match the financial contributions received.

Additionally, the company has launched **a campaign among its employees to collect essential items**, from shovels, buckets, work gloves, and masks for those helping with the cleanup in the affected area, to clothing, food, and hygiene products. The delivery of these items has been coordinated with the device set up by the Madrid City Council.

About Línea Directa Aseguradora

Línea Directa Aseguradora is a leading insurer of automobiles in Spain, specialising in direct sales of insurance for cars, motorbikes, companies, the self-employed, homes and health. Línea Directa ranks among the 100 Spanish companies with the best reputations, according to the MERCOS Companies ranking.

For **more information**: <https://www.lineadirectaaseguradora.com/>

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