

## LÍNEA DIRECTA ACTIVATES EMERGENCY PROTOCOLS TO ENSURE CUSTOMER SERVICE DURING POWER OUTAGE

- Línea Directa Aseguradora has activated emergency protocols since 28 April to ensure service and support for customers affected by the nationwide power outage in Spain.
- All telephone and digital channels of the company have remained fully operational from the outset and available to policyholders.
- The company has prioritized and resolved all urgent issues related to roadside assistance, home assistance, and medical services reported by customers on 28 April. Currently, all services are operating normally.
- Línea Directa has also taken necessary measures to ensure the safety and support of its more than 2,400 employees.

**Madrid, 29 April 2025.-** [Línea Directa Aseguradora](#) continues to maintain active emergency protocols initiated due to the power outage that affected all of Spain on 28 April to ensure customer service and business continuity.

As part of these protocols, aimed at promptly addressing incidents caused by the power outage and other issues not reported in time due to the lack of supply, the company has taken necessary measures to maintain the proper functioning of all communication channels.

Thus, **both telephone and digital channels (website and mobile app) have remained operational and available to customers from the beginning.** The Customer Area and chat have also been available for any management.

In this regard, the entity has kept its customers informed through the insurer's website, app, and social media profiles that service and support have remained operational despite the power outage.

Regarding assistance, Línea Directa prioritized on 28 April **urgent issues related to roadside assistance, home assistance, and health services.** Additionally, the company has maintained direct contact with self-employed customers and SMEs affected by the interruption of activities in their businesses to manage any incidents as quickly as possible.

All urgent issues reported on 28 April have been processed and managed, and currently, all services are operating normally.

The company has also implemented all necessary measures to ensure the safety of its more than 2,400 employees, facilitating the return home for those with difficulties returning to their residences.

### About Línea Directa Aseguradora

Línea Directa Aseguradora is currently one of the leading car insurance companies in Spain, specializing in the direct sale of insurance for cars, motorcycles, businesses and self-employed individuals, home, health, pets, and

multi-risk businesses. Línea Directa is among the 100 Spanish companies with the best reputation, according to the MERCO Empresas ranking.

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

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