



LÍNEA DIRECTA MAKES IT EASIER FOR SELF-EMPLOYED PEOPLE AFFECTED BY THE CORONAVIRUS CRISIS TO PAY FOR THEIR INSURANCE

- **In these extraordinary times caused by the COVID-19 coronavirus and the state of emergency decreed by the government, Línea Directa has launched a plan to make it easier for self-employed customers whose businesses are affected by the virus to pay for their insurance.**
- **As the health drama caused by the coronavirus pandemic has hit the business of many self-employed people hard, Línea Directa has decided to make it easier for them to pay for their insurance in different ways: payment deferrals by up to three months or split payments, either consecutive or with different monthly payments.**
- **This initiative is another of the measures the company is taking to support its customers at this extraordinary time. It will benefit more than 150,000 self-employed people who are currently in the insurance company's portfolio.**

Madrid, 24 March 2020. Closure of shops, income down to the minimum, inability to pay wages and social security contributions... Overnight, the health crisis caused by the coronavirus pandemic became an economic tragedy for many self-employed people. Faced with this difficult situation, Línea Directa has decided to step forward **and support the more than 150,000 self-employed people in its portfolio.**

It will do this by **facilitating payment of insurance premiums by self-employed customers**, adapting to the needs in each case. Among other things, the forms of payment for insurance premiums will be more flexible, being able to benefit from deferral of payment for up to three months or split payment, either into several consecutive months or with different monthly payments.

The company, which has more than 2,400 employees, all of whom are working from home to prevent the spread of the virus, is offering its customers **normal service at the moment, including its telephone service. This initiative** is in addition to others it is implementing to do its bit in the current extraordinary situation that the country is facing.

Other initiatives launched include the enhancement and optimisation of all of its digital channels to ensure full service to customers in these circumstances; an institutional campaign to fight coronavirus that is broadcast on the country's main television channels; awareness-raising and communication campaigns for its policyholders on social media; refuting misinformation, such as car insurance not covering claims during the state of emergency; and psychological assistance by phone as part of their health insurance for those affected by coronavirus.

Patricia Ayuela, head of Motor and Digital Transformation at Línea Directa Aseguradora says that this initiative: "aims to help society in the exceptional situation caused by this major health and economic crisis, in which our policyholders can find themselves in extremely difficult situations, as is the case with the self-employed. If people have had to stop their businesses for whatever reason, Línea Directa wants to reassure them and tell them not to worry. We are on their side. That is why we want to support them so that their car insurance is not a problem at this incredibly difficult time."

About Línea Directa Aseguradora

Línea Directa Aseguradora is wholly-owned by Bankinter. It is the 5th largest insurer of cars in Spain, specialising in direct sales of insurance for cars, motorbikes, companies and the self-employed, and homes. Línea Directa is among the 100 Spanish companies with the best reputations, according to the MERCO Companies ranking. It also offers health insurance, through a new brand built on digitisation and rewards for policyholders.

For **more information and to view the full study:** <http://info.lineadirecta.com/>

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