

LÍNEA DIRECTA, THE FIRST INSURER TO USE DRONES TO ASSESS HOME DAMAGE

- **Línea Directa Aseguradora, a leader in the digitalisation of the insurance sector, will soon be using drones to speed up the assessment of damage caused to its customers' homes by extraordinary events such as high-impact storms or atmospheric phenomena.**
- **The use of drones will facilitate the assessment of damage to the exterior of homes and speed up claims handling times and payment of compensation to the customer. It will also allow easier access to more obscured parts of the property without putting workers at risk.**
- **It is estimated that around 20% of home damage caused by storms or atmospheric phenomena can be assessed through the use of drones.**

Madrid, 14 December 2021. Línea Directa Aseguradora, the leader in digitalisation within the insurance sector, **will be the first insurer to use drones to assess home damage.** They will be mainly used to speed up the appraisal process in the wake of extraordinary events such as high-impact storms or atmospheric phenomena.

It has been almost a year since Storm Filomena ravaged much of the country, causing considerable damage to the homes of our policyholders. With this event still fresh in our minds, the company has launched a pilot test that could soon be extended throughout its entire network of collaborating companies.

By relying on drones, Línea Directa Aseguradora is pioneering the valuation of damage in the home insurance segment. Aside from being particularly useful in the wake of high-impact storms or atmospheric phenomena, **the drones will also provide customers with a swift solution** as they will be offered compensation there and then.

The use of these devices will also allow the company **to access more hard-to-reach locations without endangering its professionals.**

At Línea Directa Aseguradora's Home Insurance Division, **some 25,000 claims relating to atmospheric phenomena were handled in 2020 and 2021.** Many of these were the result of storms such as Gloria or Filomena, which has prompted the company to come up with more innovative solutions that can help its customers. It is estimated that around **20% of claims caused by storms or atmospheric phenomena can be assessed by drones.**



According to **Mar Garre, Head of People, Communication and Sustainability at Línea Directa Aseguradora**, "the use of drones places us on the cutting edge of damage valuation in the home insurance segment and will allow us to offer our policyholders a much faster solution in response to storm events, which are becoming more frequent and more intense. We want to offer the best service to our customers, with innovative solutions when it comes to the crunch and when they really need us."

Since its launch in 2008, Línea Directa Aseguradora's home insurance segment has established itself as one of the Group's main drivers of growth and diversification, thanks to its extensive range of flexible products tailored to the needs of every type of customer at highly competitive prices.

About Línea Directa Aseguradora

[Línea Directa Aseguradora](#) is the 5th largest insurer of cars in Spain, specialising in direct sales of insurance for cars, motorbikes, companies, the self-employed and homes. Línea Directa Aseguradora ranks 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.

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