

## Principles of Product Control and Governance Policy

The purpose of this policy is to establish the requirements on control and governance of insurance products designed, developed and marketed by Línea Directa Aseguradora S.A. so that customers have all possible guarantees when taking out insurance in accordance with the applicable regulations, in particular with Decree-Law 3/2020 (Insurance Distribution Act) and Delegated Regulation (EU) 2017/2358, which establishes the rules on the maintenance, management and review of control and governance mechanisms for insurance products.

In this regard, the Board of Directors of Línea Directa, within the framework of its non-delegable power to determine the policies and strategies of the Company, approves this Product Control and Governance Policy, which establishes the guidelines to be followed and regulates the marketing process of new insurance products in all its phases: design, approval and distribution, as well as the control and monitoring of existing products, and corrective measures where appropriate.

All products marketed by Línea Directa Aseguradora S.A. are included in the scope of this policy, whether they are motor, home or health insurance, which are current lines of business. In the event of starting a new line of business, the content of this policy will be reviewed to adapt it if necessary.

### Principles of action

The Línea Directa Group develops through this Policy the principles of action aligned with the commitments to transparency of information and quality in customer relations, assumed by the company in the Group's Code of Ethics. Thus, the principles on which the actions of Línea Directa Aseguradora S.A. are based in the design, approval and distribution of its products are as follows.

The specific principles of action associated with this Policy are listed below:

#### Satisfaction of customer needs:

- At all stages of the marketing of insurance products, the interests, objectives and characteristics of any customer group must be taken into account.
- The products that are most beneficial and best suited to the circumstances and needs of the customers will be offered.

#### Continuous improvement of the offer and quality of the product portfolio:

- New products shall provide value to customers and shall be designed taking into account not only their economic viability, but also the benefits to the consumer and society or its environment.
- Existing products will be reviewed periodically to correct possible shortcomings.

### Transparency and truthfulness in product offerings:

- Adequate information on the main elements and characteristics of the Entity's products shall be provided in a clear, complete and truthful manner.
- Those involved in any of the marketing phases of the insurance products must have the necessary qualifications, knowledge and experience to understand the product and the characteristics of its recipients.

### Rigour in complying with the regulations and commitments acquired:

- Throughout the process of marketing the product, the applicable regulations shall be taken into account, especially the rules on the distribution of insurance products and consumer protection.
- In the event of regulatory changes or approval of new corporate policies, the products marketed shall be reviewed for compliance with the new requirements.
- The commitments acquired by the entity in the Code of Ethics and in those policies applicable from time to time must be complied with at all times.

### Product sustainability:

- When working on the design of the product offer, it will be valued to do so in line with EU taxonomies on sustainability.
- Environmentally friendly products and services that promote the transition towards a more sustainable and decarbonised economy, replacing thermal coal, oil and non-conventional gas, will be promoted.
- Non-discrimination of existing and potential customers shall be ensured.
- The direct and indirect impacts of products and services that have an inclusive utility of access to insurance or are aimed at vulnerable groups or those with special needs will be assessed, promoting these products and services, where appropriate.
- The development of innovative products and service schemes that facilitate access to insurance for the greatest number of groups will be encouraged.