Protocols activated to continue care

Insurance maintains its service to policyholders against coronavirus

Health, life, and travel health care are provided with complete normality

Insurers reiterate their unequivocal support for public authorities in the face of this exceptional situation

* The insurance industry maintains its service to policyholders in the face of the exceptional situation that the coronavirus (COVID-19) has generated in Spain. From the sector it is reported that the main insurance lines affected by this disease are providing service with full normality at the present time.
* The World Health Organization yesterday declared COVID-19 a pandemic. The Spanish insurance sector wishes to convey a message of calm and reiterate after this announcement its [**firm and unequivocal collaboration**](https://translate.googleusercontent.com/translate_c?depth=1&hl=en&prev=search&rurl=translate.google.com&sl=es&sp=nmt4&u=https://www.unespa.es/notasdeprensa/colaboracion-seguro-autoridades-controlar-coronavirus/&usg=ALkJrhhoBypFl-hR3GrS-N5u4YHnwGbm6Q) with the measures to control the spread of the coronavirus in Spain established by the health authorities.
* Health care is guaranteed for all clients. Health insurers facilitate access to medical care for those who show symptoms of a possible infection in the centers assigned to their care tables. For their part, private health centers are treating the sick and obeying at all times the protocols established by the health authorities in the treatment of possible infected persons, as their representative associations have reiterated on numerous occasions. The privately owned health network is working closely with the public health sector and public health services of the different autonomous communities in order to stop the spread of this disease.
* Life insurers are also paying punctual compensation for the cases of deaths insured by coronavirus and delivering the sums insured to the designated beneficiaries.
* Travel assistance insurers, meanwhile, pay for the medical care received by insured persons who have been infected with the coronavirus during a trip within the limits set by the contract. The assistance policies also include the travel, accommodation and maintenance expenses of at least one companion to the patient. Travel insurance that includes free withdrawal coverage also allows the cancellation of a trip for any reason to those who have contracted them.
* The insurance industry also wishes to convey to the public opinion that the services related to other insurance (automobile, home, death, etc.) continue to be provided with absolute normality. The entities have implemented contingency plans to guarantee customer service in all business lines. Insurers and insurance distributors are available to their clients to serve them.

**UNESPA** is the Business Insurance Association. It brings together around 200 insurers and reinsurers, which account for approximately 98% of the insurance business volume in the Spanish Market. Since 1977, it represents the interests of its associates against all kinds of national and international institutions.