

COMMITMENTS ASSOCIATED WITH THE PRODUCT: Adeslas MyBox Salud pago anticipado

With the arrangement of the Adeslas MyBox Salud pago anticipado insurance, we provide you with the following commitments:

Adeslas MyBox Salud pago anticipado commitments

1. Medical authorisations

This commitment will apply to any medical authorisation of the Insurer for access by the Insured Party to any healthcare assistance required, in accordance with the General Product Conditions, which has been managed through www.adeslas.es or the CaixaBankNow website.

Once we have received the authorisation request, a **maximum time of 48 working hours (not including weekends or bank holidays)** is established to provide a response to the request. A response to the request will be deemed to be any notification made by the Insurer to the Insured Party in relation to this request, be it to accept it, to refuse it or to request further information.

2. Refund of chiropody, physiotherapy and rehabilitation expenses

This commitment will apply to the expense refund requests arising from any healthcare assistance included in the coverage for the Refund of chiropody, physiotherapy and rehabilitation expenses, the scope of which is defined in the General Product Conditions, which have been managed through www.adeslas.es or the CaixaBankNow website.

Once we have received the refund request, together with the correct complete documentation, a **maximum time of five working days** is established to issue the related payment.

3. Refund of Outpatient Pharmacy expenses

This commitment will apply to the expense refund requests arising from any healthcare assistance included in the coverage for the refund of outpatient pharmacy service expenses, the scope of which is defined in the General Product Conditions, which have been managed through www.adeslas.es or the CaixaBankNow website.

Once we have received the refund request, together with the correct complete documentation, a **maximum time of five working days** is established to issue the related payment.

4) Refund of Speech Therapy and Phoniatics

This commitment will apply to requests for refund requests arising from any assistance included in the coverage of Speech Therapy and Phoniatics expenses, the scope of which is defined in the General Product Conditions, which have been managed through www.adeslas.es or the CaixaBankNow website.

Once we receive the refund request together with the correct and complete documentation, a **maximum time of five business days** is established to issue the corresponding payment.

Economic compensation

In the event of any breach of the previously indicated deadlines, the telephone number 91 991 78 21 is provided to review compliance with these commitments and, if appropriate, the payment of a single economic compensation of **200 euros** per insured person and insurance year. This compensation may be requested by the policyholder within **30 calendar days** from the day following the response by the Insurer to the authorisation or refund request. In the absence of a response by the Insurer to the request, the Policyholder may request economic compensation within **30 calendar days** from the date on which said request was sent.

Payment of economic compensation and limits

The policyholder will be entitled to the economic compensation described in the previous point, with the limit one financial compensation claim per calendar year and insured party affected by the services committed.

This economic compensation will be paid to the bank account notified to the company to collect the insurance premium, on the date on which the service is provided, in a period not exceeding **30 days** from the date on which the Company agreed to pay the compensation.

The amount established in this document as economic compensation will be validated by the commitments arising from the services requested between 1 January and 31 December of each current annuity. From this latter date, the Insurer reserves the right to extend, modify or cancel the 'Adeslas MyBox Salud pago anticipado Commitments' and any 'economic compensation' that may correspond.

* The payment of economic compensation is subject to the prevailing taxation.