

PRODUCTS COMMITMENTS FOR: SEGURCAIXA AUTO SELECCIÓN AND MYBOX AUTO

FROM 01-01-2024 UNTIL 12-31-2024

At SegurCaixa Adeslas we promise to offer you the best possible service

Commitments

- Free check of 20 safety points on your vehicle at our network of partner garages.

The insured vehicle will undergo a check of 20 safety points at the partner garage of your choice:

- Internal elements (engine oil level, coolant level, brake and clutch fluid level, screenwash level, condition of auxiliary belts).
- Lighting (intermittent/emergency, braking, reversing, position/dipped/main beam, adjustment of headlights, fog lamps).
- Tyres (condition, pressure).
- Brakes/suspension/steering/transmission/exhaust (shock absorbers, tolerances, brake wear and tear, handbrake tension, leaks).
- Other elements (windscreen wipers, seat belts).

The garage will give you a document with the results of the check and any anomalies found. Should you wish to have any such anomalies repaired at the same garage, you will need to request a quote.

- Roadside assistance in less than 1 hour.

If the vehicle breaks down or is involved in an accident in Spain, a breakdown van will be with you in no more than 60 minutes once the request for the service is received at our travel assistance number 900 301 900 (available 24 hours a day).

Fulfilment of this commitment will not apply in cases of delay caused by adverse weather and/or cases of atypical traffic, nor in the case of assistance services on forest tracks, paths and other impassable routes.

- Express inspection in 24 hours.

Once you have requested the involvement of a loss adjuster, we will send such a professional to the garage indicated by you, no more than one working day after you arranged the appointment with the garage and inside its business hours.

- Authorisation for immediate repair.

For incidents involving the replacement of windscreens or repairs to the bodywork of the insured vehicle at our partner garages, where the cost is less than €300 and where we have agreed to pay.

After the incident has been reported and the repair order has been placed with the partner garage, once the partner garage has the necessary parts, it can begin the repair or replacement, without requiring the involvement of a loss adjuster, either in person or remotely.

- Express repair in 72 hours.

In the event that you repair the bodywork of the insured vehicle at one of our partner garages, the repair will be carried out in less than three (3) working days, after the damage has been validated by a loss adjuster, either in person or remotely.

This service will apply to policies that cover damages to the insured vehicle, for repairs costing less than €500 and that do not involve the replacement and/or supply of parts, and provided that we have agreed to pay.

Multiple incidents are excluded from this commitment, in accordance with the definition of the term "multiple incident" contained in the Definitions clause of the policy.

- Payment of compensation in 48 hours.

Any compensation we are required to pay in relation to incidents covered by the policy will be paid within two (2) working days of receipt of all of the documentation necessary to process the payment, once the agreement between us and the beneficiary of the compensation regarding the amount of compensation to be paid has been formalised and the beneficiary has informed us of the bank account number to which the payment is to be made. If theft vehicle is stolen, the 48-hour period will begin after the 40 days established for such cases in the policy.

Terms of the service

To request the "Free check of 20 safety points on your vehicle at our network of partner garages", you can call 900110434 or 91 991 78 21 from Monday to Friday, between 8.00 a.m. and 10.00 p.m.

The insurance company, at the time the claim is opened, may recommend different partner garages, provided that the nature of the incident is such that repair is possible.

You can also view the list of partner garages on the website www.segurcaixaadeslas.es

Commitments associated with taking out the product "MyBox Auto" and "SegurCaixa Auto Selección" for incidents covered by the policy, except for the "Free check of 20 safety points on your vehicle at our network of partner garages", a service which is not associated with an incident being declared.

These commitments are assumed except in cases of force majeure.

Monetary compensation

In the event that any of the commitments, with the exception of the "Free check of 20 safety points on your vehicle at our network of partner garages", is not complied with, you can call 900110434 or 91 991 78 21 to request a review and, where appropriate, monetary compensation of €200.

You may request this compensation, as the policyholder, up to 30 calendar days after the completion of the service giving rise to the commitment.

Payment of monetary compensation and limitations

You, as the policyholder, are entitled to a maximum of one payment of monetary compensation per year of the policy during the first validity period of the policy. Once this period is over, you shall be entitled to receive financial compensation no more than once each calendar year. For each calendar year the insurance company reserves the right to renew, modify or cancel the "Commitments", the "Terms and conditions of the service" and the "Financial compensation" applicable.

In order to review the "Commitments", the "Terms and conditions of the service" and, if applicable, the "Financial compensation" applicable for each year, please visit www.segurcaixaadeslas.es/compromisosauto-en

This compensation will be paid before the end of the month of December in the year in which the failure to comply is accepted by SegurCaixa Adeslas, S.A. de Seguros y Reaseguros.

The monetary compensation will be paid into the account from which payments are collected, which appears in the policy and is identified in the policy details section, unless, at the time of requesting the compensation, you indicate another bank account.

Payment of the monetary compensation is subject to current tax rules.