



**linea directa**

# Information to be read before purchasing from Línea Directa Aseguradora S.A.

Authorised and regulated by the DGSFP (The Spanish Directorate-General for Insurance and Pension Funds) - DGSFP Registration Code: C0720

## 1. Identity and Address

Línea Directa Aseguradora S.A. *compañía de Seguros y Reaseguros*, with registered address at calle Isaac Newton nº7, 28760 Tres Cantos (Madrid) and NIF A-80871031. The company is registered in the Trade Registry of Madrid, under Volume 7.902, Folio 41, page M-127697. The company is authorised to carry out insurance business activities by the General Directorate of Insurance and Pension Funds, with Register code: C0720.

## 2. Informed sale of the insurance products sold

Línea Directa Aseguradora offers its clients an informed sale so that they can make the right purchase from the insurance products sold.

## 3. Complaints

Línea Directa Aseguradora provides its policyholders with a Complaints and Objections Department to make any complaints or objections regarding this Policy or the handling of a claim. Any complaints or objections must be submitted in writing to the following address:

LÍNEA DIRECTA ASEGURADORA, S.A.  
Complaints and Objections Department  
Isaac Newton 7. 28760 Tres Cantos. Madrid.

For more information on submitting complaints and objections please consult the website.

Additionally, and if you do not agree with the answer given by the Customer Service, there is the Customer Ombudsman, who you can contact by calling 919 171 179 and fax 902 123 236. If the insured is not satisfied with the solution given to their complaint, they can contact the Insurance and Pension Funds Division's Complaints Service, calle Miguel Ángel 21, 28010 Madrid (temporary office), or through their website: <http://www.dgsfp.mineco.es>.

## 4. Nature of the remuneration received by **Línea Directa Aseguradora** employees in connection with the insurance contract

**Línea Directa Aseguradora** employees involved in the distribution of insurance receive remuneration in their salary, comprising of a fixed part and a variable part, which is not, in any case, included in the insurance premium.

## 5. Other information

The report on **Línea Directa Aseguradora**'s solvency and financial position can be accessed at [www.lineadirectaaseguradora.com/accionistas-e-inversores/informacion-financiera/solvencia](http://www.lineadirectaaseguradora.com/accionistas-e-inversores/informacion-financiera/solvencia).

### Right of Withdrawal

The policyholder can unilaterally terminate the Contract with respect to voluntary coverage within 14 days after receipt of their contract conditions, provided that no accident has occurred. To do this, they must inform **Línea Directa** by any means that allows the notification to be recorded, without being required to state any reason. Once this notification is issued, risk covered by Línea Directa will cease, the latter proceeding within 30 days, without applying any penalty, to repayment of the portion of unearned premiums.



For more information  
[www.lineadirecta.com](http://www.lineadirecta.com)



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