

TELEFONICA INSURANCE

QUALITY ASSURANCE. INFORMATION ON COMPLAINTS

In the 2020 financial year, Telefónica Insurance received a total of **13,547 complaints**, including those from countries where Telefónica Insurance has branches.

TELEFONICA INSURANCE BRANCH IN SPAIN: A total of **641 complaints** were received, of which, in accordance with Order ECO/734/2004 of 11 March regarding customer service departments and the customer ombudsman for financial entities, **11 complaints** were dealt with by the Customer Service Department whose duty it is to respond to and resolve any complaints that their customers may submit, related to their interests and legally recognized rights.

TELEFONICA INSURANCE S.A. UK BRANCH: There were a total of **11.395 complaints**.

TELEFONICA INSURANCE S.A. DIREKTION FÜR DEUTSCHLAND: There were a total of **1,511 complaints**.