

TELEFONICA SEGUROS

QUALITY ASSURANCE. INFORMATION ON COMPLAINTS

In the 2021 financial year, Telefónica Seguros received a total of **12,434 complaints**, including those from countries where Telefónica Seguros has branches.

TELEFONICA SEGUROS IN SPAIN: A total of **584 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, **39 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 **11.022 complaints**.

TELEFONICA INSURANCE S.A. DIREKTION FÜR DEUTSCHLAND: There were a total of **828 complaints**.