

To minimize sequelae caused by infection

Multicare launches Post-Covid-19 Follow-up Check-up

With the availability of this innovative service, the Company reinforces health prevention measures in the context of the pandemic.

Lisbon, April 6th, 2021. Multicare, the health insurance company of Grupo Fidelidade, reinforces its commitment to prevention and the promotion of health and well-being of the population, with the availability of the Post-COVID-19 Check-Up to all customers with Preventive Medicine coverage.

Aware of the impact of COVID-19 on the population, since the beginning of the pandemic, Fidelidade and Multicare have been providing those most in need of specific healthcare with appropriate and personalized solutions.

With the growing concern about the sequels caused by COVID-19, which have manifested themselves either in patients with more serious clinical situations, or in patients with mild symptoms and even asymptomatic, the Company intends to continue the protection of the population, affected by the pandemic.

The Post - COVID-19 Follow-up Check-up can be performed at the main units of Grupo Luz Saúde by clients with Preventive Medicine coverage who had COVID-19 and must be activated through Multicare's Customer Care service, with clinical eligibility being confirmed by Multicare Medicina Online, which will ensure the prescription and activation of the process at Luz Hospitals.

Intended to act preventively and to contribute to improving the quality of life of those who remain with some symptoms, the post-COVID-19 Follow-up Check-up will allow for early identification of sequelae, minimizing their impact and, when possible, enhancing their recovery.

With this Multicare Check-up, Fidelidade once again reinforces, in an innovative way, its portfolio of services to minimize the effects of the pandemic on the Portuguese population, after making the symptom evaluator available to the entire population, allowing, through an interactive questionnaire, the identification of possible diseases associated with a particular health symptom, including infection with COVID-19.

For their clients, Fidelidade and Multicare continue to provide Online Medical Consultations, 24 hours a day, 7 days a week, free home delivery of medication, Psychology Consultations, on working days, by appointment; as well as home care services for those who are in isolation because they have tested positive for COVID-19 infection, or are in

prophylactic isolation, and also a transport service, for vaccination against COVID-19 for clients over 70 years old or with a degree of disability equal to or greater than 60%.

Although international practice excludes the risk of a pandemic from health insurance, the Company also ensures that clients with Outpatient cover will be offered PCR screening tests for Covid-19, in the Multicare Provider Network, provided they have symptoms and a doctor's prescription for them to be performed. In addition, it ensures full payment of hospitalization for treatment of Covid-19 for clients with inpatient coverage who are assisted in private hospitals that adhere to the agreement established between Multicare and APHP, and who have not been referred by the National Health Service (SNS).

To promote this new offer of Follow-up Check-up after COVID-19, Multicare will launch a multi-media campaign based on the commitment that it continues to accompany those who most need care at this time.

About Fidelidade

Fidelidade is the leading insurance company in Portugal, both in life and non-life, with a current market share of about 30.7%. The company is present in various business segments of the insurance activity and benefits from the largest network in Portugal, with presence in several countries, including Angola, Cape Verde, Mozambique, Spain, France, Macau, Peru, Bolivia, Paraguay, and Chile.

Fidelidade operates based on a defined and continued "Customer Centric Approach" strategy, where customers effectively come first. The fact that it gives crucial importance to the quality of the service it provides and to the comprehensive and innovative offer it provides make Fidelidade one of the most awarded insurers in Portugal, as well as internationally. In 2014, Fidelidade was distinguished by the "Efma Accenture Innovation Awards", in the "sustainable business" category, with its 'WeCare' project, which aims to support the correct reintegration of people who have been victims of serious accidents that jeopardize their physical, economic, and social reintegration.

About Multicare

With more than a million customers, Multicare, which, is the only health insurer certified - Bureau Veritas Certification, (ISO 9001), provides access to the largest private network of health providers in Portugal, covering 88 hospitals (including inpatient) and 2,500 clinics (outpatient), as well as an exclusive network of more than 700 reference providers in countries like Spain, Angola, Mozambique, and Cape Verde.

www.fidelidade.pt