

To ensure the welfare of pets

FIDELIDADE OFFERS TELEPET SERVICE

Free service is available to all Fidelidade customers who have dogs or cats, even if they do not have Fidelidade Pets insurance.

Lisbon, March 30th, 2021 - Fidelidade will provide free access to the Telepet service to all Fidelidade clients who have dogs or cats, even if they do not have Fidelidade Pets insurance, until December 31st, aiming to ensure the well-being of the companions of many Portuguese families.

This offer includes health services and gives access to a veterinary advice and guidance telephone line, provided by veterinary nurses. This team of veterinary nurses will provide support, aiming at the adoption of measures to improve the health of pets, and may also call the available means of help, whenever justified, or indicate the need for on-site veterinary care.

In the current context, in which as a preventive measure against COVID-19 it is recommended to stay more at home, Telepet's services, which are normally only available to clients with Fidelidade Pets insurance with health plans, are now available to all clients, to facilitate the triage of situations or to avoid unnecessary trips to the vet.

After December 31st, 2021, those who wish to maintain the service and ensure greater health protection for their friends can simply subscribe to the Fidelidade Pets insurance, which provides various coverage and services so that health expenses are not a concern and can provide them with greater protection and well-being.

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.

www.fidelidade.pt