

Lisbon, March 13, 2020

Press Release

Fidelidade announces no copayments in Covid-19 tests and launches online symptom checker

1. To contribute to the decongestion of the platforms supporting the screening of COVID-19, Fidelidade and Multicare have developed, with their partners, an online digital tool (symptom checker) that, through an interactive questionnaire, helps their health clients identify the possible pathologies associated to a particular health symptom, which includes infection by COVID-19.
At the end of the questionnaire, counselling is given for next steps, including a medical consultation through videoconference. This tool will be hosted at Fidelidade and Multicare websites or at www.medicinaonline.pt/pt/avaliador-de-sintomas/
2. To facilitate timely diagnosis of infection by COVID-19, Fidelidade will exempt clients of its Multicare Health Insurance from copayment in case they have to take the screening test to COVID-19 by prescription.
3. Multicare also offers the Online Medicine hotline, which is available 24 hours a day, seven days a week, and with a full service provided by doctors.
4. Fidelidade is prepared to take all necessary measures, and always in compliance with the Directorate General of Health, and will monitor and implement all recommendations of the competent Health Authorities, continuously adjusting the plans to the needs.

About Fidelidade

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

Fidelidade operates based on a defined and continued "Customer-Centric Approach" strategy, in which customers effectively come first. The fact that it attaches crucial importance to the quality of the service it provides and its comprehensive and innovative offer make Fidelidade one of the most awarded insurance companies 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 have jeopardized their physical, economic and social rehabilitation.

www.fidelidade.pt