

Press Release

Fidelidade suspends face-to-face service throughout the country

Lisbon, March 15, 2020 - Following the latest decisions of the Directorate General of Health (DGS) regarding the evolution of Coronavirus (COVID-19), Fidelidade acting with active responsibility in preventing the health of its employees, business partners and customers, decided to close the face-to-face service in all its Agencies and mediation areas, recommending that the same procedure be followed by the 420 Stores spread throughout the country.

The Agencies and Fidelidade Stores will continue their activity internally, making themselves available to serve customers by telephone and email, until the situation is normalised according to the indications of the Directorate General of Health. If face-to-face service is essential, it should be scheduled with the Agencies and Stores at a time and date to be agreed upon.

Fidelidade thus takes another step in the implementation of the Contingency Plan to fight Covid-19 and recommends other partners to follow this procedure for proper protection of all.

Fidelidade's customers are being informed of every possible form of this change in the Company's service procedures.

Fidelidade reminds its customers that this temporary closure does not affect our level of service in any way, and our customers can permanently use the telephone and e-mail to contact us.

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.

