

Liberty Mutual Surety Seguros Chile S.A. (LMSS Chile)

Information on Customer Service and Submission of Inquiries and Complaints

By virtue of Circular No. 2131 of November 28, 2013, insurance companies, insurance brokers and claims adjusters must receive, register and respond to all submissions, inquiries or claims submitted directly to them by the contracting party, insured, beneficiaries or legitimate interested parties or their representatives.

Presentations can be made at all the offices of the entities where the public is served, in person, by post, by electronic means, or by telephone, without formalities, during normal business hours.

Once a submission, query or complaint has been received, it must be responded to as soon as possible, which may not exceed 20 working days from its receipt.

The interested party, in case of disagreement with what has been reported, or when there is an unjustified delay in the response, may appeal to the Financial Market Commission, Investor and Insured Protection Area, whose offices are located at Av. Libertador Bernardo O'Higgins 1449, 1st floor, Santiago, or through the www.cmfchile.cl website.

Adherence to the Self-Regulation Council and Insured Ombudsman

Liberty Mutual Surety Seguros Chile S.A. adheres to the Self-Regulation Code of Insurance Companies and is subject to the Compendium of Good Corporate Practices, which contains a set of rules intended to promote an appropriate relationship between insurance companies and their clients. A copy of this Compendium can be found on the website www.aach.cl. Likewise, it has accepted the intervention of the Insured Ombudsman when clients submit claims in relation to the contracts entered into with it. Customers can submit their claims to the Insurance Ombudsman through the website www.ddachile.cl.