

Indemnity Payment Periods Report - Q1 2026

| File Completion Process | Average Number of Days from the Damage Notification / Indemnity Payment Request to the Company Until the Completion of the Documents | Average Number of Days from the Completion of Documents Until the First Indemnity Payment | Average Number of Days from the First Indemnity Payment Until the Full Payment of Indemnity, if Paid in Parts |
|--|--|---|---|
| Compulsory Traffic | 31,97 | 0,64 | 0,52 |
| Voluntary Financial Liability Insurance | 30,78 | 0,29 | 0,85 |
| Land Vehicles | 37,87 | 0,36 | 2,72 |
| Land Vehicles (Covered by Credit) | 58,48 | 0,44 | 0,00 |
| Land Vehicles (Not Covered by Credit) | 37,87 | 0,36 | 2,72 |
| Personal Accident | 106,53 | 3,72 | 0,00 |
| Personal Accident (Covered by Credit) | 0,00 | 0,00 | 0,00 |
| Personal Accident (Not Covered by Credit) | 106,53 | 3,72 | 0,00 |
| Civil Fire (Home) | 14,00 | 0,79 | 2,37 |
| Civil Fire (Covered by Credit) | 0,00 | 0,00 | 0,00 |
| Civil Fire (Not Covered by Credit) | 14,00 | 0,79 | 2,37 |