

Indemnity Payment Period Comparison Report-2026 Q1/2026 Q2 Periods

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	
	2026 Q2	2026 Q1	2026 Q2	2026 Q1	2026 Q2	2026 Q1
Life (2)	296,98	91,97	1,65	1,80	19,39	16,01
Life (Covered by Credit)	294,20	68,07	1,70	1,87	20,02	17,08
Life (Not Covered by Credit)	348,41	423,89	0,78	0,75	15,72	5,28
Savings						
Mixed (3)						
Income						

PPS File Completion Process for Pension Companies	1. Average Number of Days from the Date of Receipt by the Company of the Notification for Withdrawal Request Until the Fulfillment of the Request		2. Average Number of Days from the Date of Receipt by the Company of the Information and Documents for System Exit Request Until the Fulfillment of the Request		3. Average Number of Days from the Date of Receipt by the Company of the Information and Documents for Pension Request Until the Fulfillment of the Request (for All Pension Requests)		4. Average Number of Days from the Date of Receipt by the Company of the Information and Documents for Exit Request Due to Death Until the Fulfillment of the Request		5. Average Number of Days from the Date of Receipt by the Company of the Information and Documents for Exit Request Due to Disability Until the Fulfillment of the Request		6. Average Number of Days from the Date of Receipt by the Company of the Information and Documents for Savings Transfer Request Until the Fulfillment of the Request	
	2026 Q2	2026 Q1	2026 Q2	2026 Q1	2026 Q2	2026 Q1	2026 Q2	2026 Q1	2026 Q2	2026 Q1	2026 Q2	2026 Q1
Pension (2)	3	2	5	5	4	5	6	5	15	3	3	3
Personal	7	5	6	7	4	5	6	5	5	4	5	6
Personal Affiliated to Group	5	6	5	6	4	5	6	5	6	3	5	6
Employer	3	3	5	4			4	3	119	3	3	3
Automatic Participation	3	1	4	5			5	5	6	2	2	2

The average number of business days for pension contract termination processing was calculated for Q1 and Q4.