

# Better safe than sorry

Trust in your  broker for this policy.

Your broker always keeps you informed... If you are unsure, come and find us

Monthly bulletin  
Nº 29 / July 2015

## Warning! Holiday thefts? No thanks!



*"Hello. I am your insurance broker and I have just written up your theft claim. I have already sent it to the company so that you can receive the pay-out quickly. Nevertheless, you should take precautions to ensure this doesn't happen again. Typically, the thieves would have been monitoring your house before entering. The first thing they do is keep an eye on the envelopes in the mailbox. If it is full, it means that no-one is home. After that, they monitor the times at which people enter and leave the building in order to study your neighbours' habits.*

*When they enter the property to rob you, they tend to move up to the top floor and work their way down. Forcing the locks is not too difficult for them".*

### "Big solutions for big problems"

*"Thieves carry a backpack or small bag that they put items of value into (jewellery, money, etc.). We all keep these things in the same places: the chest of drawers in the main bedroom, along with the underwear. They always work with an accomplice in the street who gives them a phone call if someone is coming.*

*My recommendation is that you protect your home and possessions, insuring them correctly, and if possible, leave your keys with*

*someone you trust who can raise and lower the blinds, turn the lights on, and collect your mail from time to time. That way, they won't monitor your house so closely".*

It is important that your home insurance includes all your possessions as well as their value. In 2013, 30% of homes in Spain (8.5 million in total) were uninsured, while 10 million more were under-insured. That means that the insurance pay-out will not cover the total amount of damages in the event of a serious incident.

### Advice

If you arrive home and see that the lock has been forced, don't go inside. Call the police, because the thieves might still be in there. This also makes it easier to take fingerprints and follow their tracks.

Afterwards, come to the Brokerage with the theft report, and tell us what has happened. Make a list of the items that have been taken from you, and provide proof of their existence (receipts, photographs of you wearing items of jewellery, etc.).

*"And of course, when you first go on holiday, don't publish your photos on Facebook. Thieves can remain hidden within social networks to track your movements".*

## Data Protection begins proceedings against 2 financial institutions in Zaragoza

The Zaragoza College of Insurance Intermediaries has filed a complaint with the Data Protection Agency against Caixabank and Segurcaixa Adeslas. **The Agency has begun disciplinary proceedings "for issuing a client with 2 insurance policies for 2 of their own houses without the client's consent".**

According to the lawyer, José Luis Carreira, **"we at the College want to encourage customers who might be suffering from this kind of abusive practice to inform their insurance intermediary. We at the College will then be able to take action".**

On this subject, the Data Protection Agency has stated (through a previous information document) that it considers there to be sufficient grounds for initiating disciplinary proceedings due to a **serious infraction "both in the provision of data without consent and in the unlawful use thereof"**. According to the LOPD (the Personal Data Protection Act), infringements of Articles 6.1 and 11.1 have supposedly occurred, and as determined by the Law itself, the fine may rise to €300,000.

In this way, the Zaragoza College of Intermediaries has moved to defend the rights of consumers, who are those most at risk from this kind of unilateral action within the financial system.

The College ensures the enforcement of current insurance regulations in our country, according to which the data stored at a bank may only be used for other means when this has expressly been consented to. In these cases, according to the Agency, customers must at all times know **"how this data is being processed... and the purposes for which the data will be handled and, if applicable, transferred"**. This is something that did not occur in this instance as the data was processed comprehensively, contrary to our own practices. As your insurance broker, we process data on an individual and personalised basis.

# Better safe than sorry

Monthly bulletin / N° 29 / July 2015

## Intelligent Insurance with eCall: you pay based on how you drive, even if you are a young driver



Starting from April 2018, all European Union vehicles (cars and vans) must be equipped with an eCall device which, until now, has only been fitted on high-end vehicles. The device could save 1,500 lives in Europe each year (5% of the total number of road accident fatalities) and serious injuries could be reduced by 6%.

In financial terms, this telematic system represents insurance savings of up to 40% for careful drivers, even those of a young age.

### What is eCall?

It is a device that detects an accident and activates an emergency call via mobile phone. At the same time, it sends a message called an MSD, containing information about the position of the broken-down vehicle, the route it was following, its model, etc. The operator receiving the call is able to speak with the occupants directly.

Today, you can already take out an insurance policy for this device. If your car does not already have one, the insurer will install it. eCall gathers additional data on usage time, average speed, driving style (abruptness at the wheel), the time of day that you use it, etc.

Your vehicle is permanently tracked by GPS – the same system used in Formula 1 races. As such, it is an excellent anti-theft system.

The data gathered is stored in the 'cloud', with a full guarantee that its privacy will be protected. It can be accessed by the company as well as the driver, and adapts the information generated to the price of insurance premiums. The cost depends on how well you drive.

### Policies personalised to your style

The "intelligent car" maintains a more fluid relationship between insurers and customers. You will no longer be just a number on a policy. Objective information about your driving will be available. You can travel more safely, and save money if you are prudent. In these cases age matters less, while responsibility matters more.

As an insurance broker, we recommend these "intelligent policies" for young drivers, parents who use their car to transport their children, people who do not drive long distances and, of course, good drivers.

If you are a business owner, it could also be very useful to take out these policies for your fleet of vehicles.



## A crane destroys your car, and you find out about it on the internet

Allow us to introduce you to Angela, a woman who parked her car, went to run some errands, and when she returned, her car had disappeared. She went to the city vehicle impound, and was horrified to find her car had been completely destroyed.

She asked for an explanation, but no-one was able to provide a reason for what had happened. She was only able to confirm that construction work had been taking place at the place where she had parked. She investigated patiently for 5 months, until the internet revealed what had happened. She discovered a video that showed a wall collapsing onto her car. Finally, she knew the whole truth: a crane had been the cause of the damage.

## The documents you need to carry in your car this summer

When you travel by car it's important to have some documents readily available. Not all of them are compulsory, but keeping some non-compulsory ones with you is recommended or advised nonetheless.

### Compulsory

If you don't carry these, the Spanish Police or Guardia Civil could fine you up to €3,000.

- **Your current driving licence.** Remember that a certified copy of your driving licence or even your identity card are fully valid as documentation.
- **Vehicle registration certificate.** This contains the technical information about your vehicle, as well as the owner's details.
- **ITV card** (from the Spanish national system for technical inspection of vehicles). This should contain confirmation of the vehicle's roadworthiness, along with the ITV sticker placed in a visible area.

### Recommended

- **Insurance policy**, with proof of payment for the latest premium, to demonstrate that the policy is in force.
- **Municipal traffic tax**, with proof of payment for the latest instalment.

### Advised

- **Telephone number for insurance policy customer support line.** The majority of customer support lines are open 24 hours a day, and we provide this number to you when you take out your policy, along with the rest of the documentation.
- **A copy of the "Friendly Settlement Declaration"** we have sent you from our brokerage.

Anecdote

Research