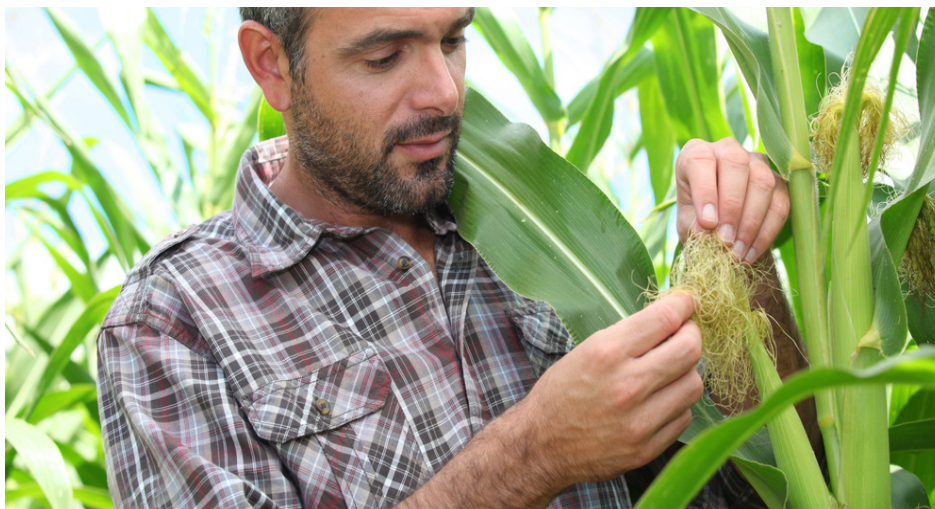


# Better safe than sorry

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

## Agricultural Insurance “versus” Climate



Heatwaves, hail and forest fires are having their effect on farming in our country. These disasters cause soil erosion and situations of ‘water stress’, even in irrigated areas, where water consumption increases.

### Effects of Climate Change

It seems that **Climate Change is progressing more quickly than expected, and is causing higher temperatures, extreme weather conditions and general climactic havoc.** Wetlands are getting wetter and there is less rainfall on dry lands.

Forecasts show that the Earth will continue to heat up, which will lead to more evaporation. Sea levels will also rise. Ocean temperatures have gone up in the last half century and their surface has increased as a result of glacier melt water, which flows into marine areas.

High temperatures cause heavy rainfall and storms, and all three combine to intensify evaporation and drought.

### 2015, possibly the warmest year on record

The first half of 2015 was the warmest in the entire world as long as records exist. The mean global temperature of the last six months was 0.85°C warmer than the 20th century average. However, **the temperature**

**of the Earth’s surface was 1.40°C higher than last century’s average.**

A study made by the Pablo de Olavide (Seville) and Complutense (Madrid) universities and the CSIC’s Geosciences Institute reveals that **Climate Change has caused summer to be lengthened by 21 days in the last 35 years**, at an average rate of 6 days per decade.

### Agricultural Insurance

People who work the land are dependent on the sky, Climate Change and Global Warming. To prevent them, **the Ministry of Agriculture gave the maximum support in 2015 permitted by the European Union to insurance that covers Natural Disasters by bearing 65% of the cost of policies.**

In 2015, the Ministry’s measure included an **increase between 7% and 33% in base subsidies ‘for those farmers who take out policies with greater coverage** than those that provide indemnities for catastrophic damage’.

In addition, it also enabled a payment plan for agricultural policies exceeding €3,000.

As your insurance expert, do not hesitate to contact us: **better safe than sorry.**

#E2K  
BROKERNET  
National Network of  
Insurance Brokers

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### Banks turn a deaf ear to customer complaints

*‘God helps those who help themselves’.*

One thing is what banks advertise and another what they practice with their customers, even when they have a rightful complaint.

‘So... who comes first: the customer or the bank?’

In this case the answer is clear: your bank is more important than you. Take a look.

In 2014, the Spanish National Securities Market Commission (CNMV) published 3,754 reports containing nearly 60% of cases where the customer was right. **Banks only rectified on 196 occasions, or 7.3% of the total** queries and complaints received. Most of the complaints had to do with scant information on a product or inadequate products for investors.

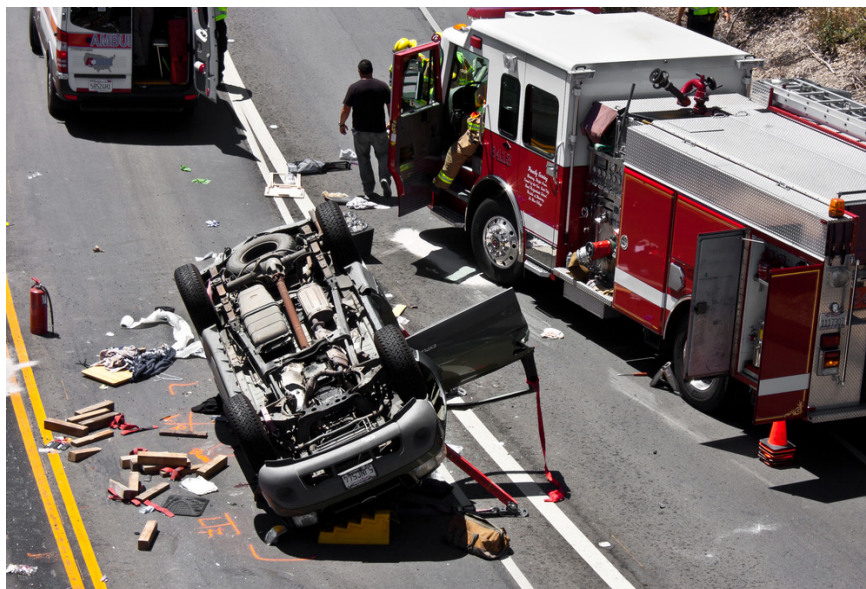
### Why do banks ignore the CNMV?

Because its opinion is not binding, although it can be decisive if customers decide to pursue their case legally.

Furthermore, we want to remind you that banks are not familiar with the insurance industry and they market insurance policies that are linked to other products. For this reason, the policies do not protect you as a client because they sway to other interests rather than to your needs. And **banks can never force you to take out insurance**; you are completely free to choose the company you feel is the most appropriate for you.



## Since 1 January, traffic accident death compensations increase up to 50%



You're driving down the motorway and hazard lights make you slow down suddenly. Further ahead there's been an accident; you look away and hope it's not a serious one. Although you're relieved it hasn't happened to you, you immediately remember that your insurance protects and compensates you when you need it.

Last 1 January the **Traffic Accident Scale Law** was enacted, which establishes **the system for assessing the damages and losses to people who suffer traffic accidents**. In addition, the scale also applies to other kinds of accidents, such as work accidents and those resulting from medical malpractice.

One of the most significant developments is an **increase in death compensations, on average up to 50%**. **Compensations for long-term medical effects** have also gone up **by 35%**, and **compensations for personal injury** have risen on average **by 12.58%**.

### What has changed?

The Law includes **new beneficiaries, who are classified as injured parties**, such as adult siblings, partners, children who live with family members who are

not their biological parents; basically, **people with close ties** who lived with the victim as a family unit for at least five years.

In addition, **the method for calculating compensation for victims has changed**, and includes 'lost income', which is the lost earning potential as a result of injury – an earning that would have been obtained had it not been for the accident.

The new Law contemplates the victim's income, work that could be done from the home and the lost potential of children or students.

**Insurance brokers applaud the reform** because we are on the side of the consumers and we believe this reform benefits victims because it extends their coverage.

We also second the statement made by Spanish Justice Minister since 19 September 2014, Rafael Catalá, who said: **'insurance plays a role that goes beyond purely economic aspects to become a factor of social cohesion, making an important contribution to the public's well-being and effectively managing complex issues'**.

## The Consortium will cover all insured vehicles in the event of major catastrophes

The year begins with good news announced for July. The Spanish **Ministry of Economy will extend the Insurance Compensation Consortium's indemnities to all insured vehicles**, in the event of floods or earthquake. Until now it only covered drivers with a comprehensive insurance policy.

Vehicles often get damaged when there is torrential rainfall, flooding, hailstorms, rainstorms or seismic activity.

As indicative data, in the third quarter of 2015 the Consortium spent between 11 and 13 million euros in compensation for 3,135 accidents caused by torrential rain that fell in the south of Spain and the Balearic Islands from 3 to 9 September.

## January sales: 'pound wise and penny foolish'

Every month of January the sales roll around. Maybe you pulled out your wallet a few too many times during Christmas but are still thinking about taking advantage of the sales to do a little extra shopping stretching the Christmas bonus salary a little. The first thing you have to do is **PLAN CAREFULLY**.



Visit your insurance broker and go over all your policies together to recalculate their real value for 2016. Spare no expense on guarantees for your household, car and by no means on your family's health. The 20 euros you might spend in the sales on a shirt you like could become crucial towards extra protection in your insurance.

The next thing you should do is analyse the monthly expenses you can do without: your gym membership (if you never go), your monthly cable TV fee (if you never watch it) or subscriptions (to magazines you never read). In addition, pay in cash (better than by credit card), save on your heating and electricity bills (by installing a temperature sensor and energy efficient light bulbs) and buy only what you really need.

You can multiply many of these small savings by 12 months. Do the maths and watch your savings grow in 2016.

Investigation

Recommendations

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