






## Basic Rights of the Insured, Contractors and Beneficiaries

Know the rights you have as an Insured, Contractor or Beneficiary

### By taking out your insurance you will be able to:

-  ✓ Learn about our products so you can decide the plan or coverage that best suits your needs.
-  ✓ Receive information about our general conditions of the insurance contract, which contain both the scope of the coverage and its operation. You can find the general conditions available on the page: [www.everestglobal.com/mx-en](http://www.everestglobal.com/mx-en)
-  ✓ Ask the intermediary who offers you insurance to identify themselves.
-  ✓ Freely designate your beneficiaries.
-  ✓ Know the amount of the commission or compensation that the intermediary receives for the sale of the insurance.

### In the event of an accident:

- ✓ You must receive the benefits contracted in your policy, even when it is in the grace period, that is, within the grace period or in accordance with the terms agreed in the specifications contained in the policy cover.
- ✓ Receive the amount of the contracted protection (Insured Sum) in accordance with the General Conditions.
- ✓ In damage insurance, any compensation paid to you will reduce the insured sum by the same amount. You can request the reinstatement of the insured sum, upon acceptance by the insurer, in this case you must pay the corresponding premium.
- ✓ Know the reason for the inadmissibility of a new claim through a clarification letter issued by Compañía de Seguros Generales Everest México, S.A. of C.V.
- ✓ In case of delay in payment of the amount claimed under the protection of the contracted coverage, you may receive compensation, in accordance with current legislation.
- ✓ In case of disagreement with the treatment of your claim, you can file a claim free of charge with Compañía de Seguros Generales Everest México, S.A. of C.V. through the Specialized Care Unit (UNE). Or, go to the National Commission for the Protection and Defense of Users of Financial Services (CONDUSEF), in any of its state delegations. In the event that you have filed a claim with CONDUSEF and the parties do not submit to arbitration, you can request a technical opinion from said commission.



Remember that the additional benefits of your Insurance Contract are subject to the exclusions detailed in the General Conditions of the contracted plan, as well as the causes of termination of the Insurance Contract, which are available on the page [www.everestglobal.com/mx-en](http://www.everestglobal.com/mx-en)

**If you have any complaints, contact the Specialized Unit (UNE) for customer service:**

**Telephone:** 55 6599 7934

**Address** Av. Paseo de la Reforma 412, piso 17, Colonia Juárez, Alcaldía Cuauhtémoc, C.P. 06600, CDMX.

**Hours of operation:** Monday - Thursday: 8:00 to 17:00 Friday: 8:00 to 14:00

**Email:** [une.mexico@everestglobal.com](mailto:une.mexico@everestglobal.com)