

MANAGEMENT NOTE 5

FREQUENTLY ASKED QUESTIONS AND OTHER ISSUES REGARDING THE 28 OCTOBER TO 4 NOVEMBER 2024 DANE

The DANA (cut-off low pressure system) at the end of October 2024 has been characterised by the severity of the damage, which has led to a huge number of claims for compensation to CCS (almost 240,000 files as of 6 February 2025), mainly in the Region of Valencia.

Since the occurrence of the DANA, Consorcio de Compensación de Seguros (CCS) has been disseminating various notes on its website (currently 11 briefing notes and 4 notes of interest about claim management have been published), which have been duly disseminated through the media and social networks.

In order to keep posted those affected about different aspects in the claim processing, **CCS REPORTS THE FOLLOWING:**

1. **PAYMENT:** With the compensation payment, **information is given** by mail or by SMS to the telephone number provided at the time of applying for compensation, of the:
 - File number.
 - Risk to which it corresponds.
 - If it is a vehicle: number plate.
 - Payment amount, and if it is advance payment or final payment.
2. **QUESTIONS:** So as to solve any doubts policyholders may have, a [compilation of frequently asked questions](#) on general aspects of interest to injured parties is available on the **CCS website**, providing solutions to different questions that may arise in relation to applications submitted to the CCS.
3. **CERTIFICATIONS:** **Certifications and supporting documents** accrediting the submission of the claim for compensation to the CCS that are required for any procedure can be obtained through the CCS website, in the section '[Claim Status Check](#)' by entering the file number provided when submitting the claim and the applicant's NIF (tax ID).

Madrid, 6 February 2025

PREVIOUS MANAGEMENT NOTES:

- Note 1. [Signature of the Special Operating Procedure](#) (POE by its Spanish abbreviation).
- Note 2. [Certifications and supporting documents](#).
- Note 3. [Waiting period](#).
- Note 4. [Wrecks of total loss vehicles](#).