



CMF instructs insurance companies about fires in southern Chile and informs the public on knowing their policies and those of their relatives

- *Supervised companies must reinforce their customer service channels and adopt all necessary measures to ensure policyholders have a prompt settlement and payment of claims. They must also report their exposure in areas affected by fires, amounts involved, and impact on operations.*
- *The Commission's Online Insurance Inquiry System allows individuals to consult online, in real time and free of charge, any insurance policies they have taken out with companies registered in Chile.*

February 6, 2023 — The Financial Market Commission (CMF) instructed supervised insurance companies to provide information on the impacts of forest fires affecting southern Chile, as well as taking all necessary measures to provide a timely response to the public and policyholders.

Given the Constitutional State of Exception due to Catastrophe invoked after forest fires in the Biobío, Ñuble and La Araucanía Regions, the CMF ordered companies to reinforce their customer service channels and **adopt all necessary measures so affected policyholders have prompt settlement and payment of their claims**. The Commission also required the companies to report weekly on **insured amounts (exposure)** in areas affected by fires; the **amount of claims** identified to date; and **impact on operation** of their offices and branches.

Online Insurance Inquiry System

The CMF also reminds the public about its [Online Insurance Inquiry System](#). Interested parties can access it with their Individual Password issued by the Civil Registry to consult, in real time and free of charge, any insurance policies taken out with companies registered in Chile.

When the person making the inquiry is the insured or holder of an insurance policy, their information will be displayed immediately. If the inquiry is submitted by a person claiming legitimate interest in the event of the policyholder's death or judicially declared incapacity, the System will request the necessary documentation to prove

it. Once the CMF verifies said legitimate interest, the inquiring party will receive an email with instructions to review any insurance policies registered to the respective RUT (National ID number).

Area of Communications, Education & Image — Financial Market Commission (CMF)

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