



PRESS RELEASE

CMF reports on functioning of on-site banking services and branches throughout the Valparaíso Region

- *According to information submitted to the Commission by supervised banks and cooperatives, 1 percent of ATMs and 0.4 percent of BancoEstado's Caja Vecina branches were affected by the fires. No bank branches were compromised.*
- *The CMF instructed financial institutions to strengthen their on-site and remote customer service channels to carry out inquiries and operations.*

February 6, 2024 — Given the forest fires affecting the Valparaíso Region and the subsequent State of Catastrophe, the Financial Market Commission (CMF) reports on the functioning of bank and cooperative branches and on-site customer service throughout the Region.

Per information reported by supervised entities, **none of the 164 bank branches nor 19 cooperative branches** in the Valparaíso Region were compromised by the fires. **Only 17 of BancoEstado's 3,870 Caja Vecina branches (0.4 percent) were affected, as well as 1 percent of 842 total ATMs.** These stats do not consider access limitations to branches, ATMs, and Caja Vecina locations derived from the region-wide curfew imposed by authorities.

The CMF instructed supervised banks and cooperatives to promptly inform the public about the functioning of their branches; strengthen their remote customer service channels to carry out inquiries and operations; safeguard the availability of cash through coordination with institutions performing support services; and enforce measures to ensure adequate operation of ATMs.

As for supervised insurance companies, their on-site customer service operations have not been affected. The Commission also reminds the public about its [Online Insurance Inquiry System](#), where interested parties can check here in real time and free of charge any insurance policies they have taken out with Chilean companies.

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