



## CMF reports overview of citizen service in fire-affected areas of the Valparaíso Region

- *Alongside other public institutions, a multidisciplinary CMF team was in the commune of Viña del Mar giving orientation to people on how to collect their insurance, their level of indebtedness, and possible of accessing benefits for affected areas.*

**February 16, 2024** — The Financial Market Commission (CMF) reports its overview of the first implementation of Citizen Service Modules in some areas struck by forest fires in the Valparaíso Region.

On February 14 and 15, a multidisciplinary CMF team was in El Olivar Sur, a sector in the commune of Viña del Mar, giving information to people about their insurance, indebtedness, and the possibility of accessing benefits for areas affected by the fires.

This initiative, carried out jointly with other public services deployed in the sector, including the Social Security Institute and Labor Safety Institute, aims to provide individuals with access to information and orientation to complete procedures in an efficient and timely manner.

Specifically, these Modules provided the following services to interested parties:

- Know their insurance policies and those of their relatives, and verify the coverage offered in the event of material losses caused by fire.
- Get assistance and orientation on the necessary procedures to start an insurance collection process and be compensated for suffered damages.
- Obtain the Debt Report issued by the CMF, which details debts (both current and in arrears) individuals have incurred with entities supervised by the Commission: banks, cooperatives, and non-banking credit card issuers.
- Be informed about loan benefits set up by some financial institutions to clients affected by the fires.



In the following days, the Commission will announce its schedule for visits to other sectors struck by the fires to continue its on-site work alongside other public institutions.

The CMF also reminds the public about its [Know Your Insurance](#) portal, where they can consult free or charge and in real time their insurance policies and those of their relatives. More information is also available on the [CMF Website](#) and its social media accounts.

\*\*\*\*

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

**Contact:** [prensa@cmfchile.cl](mailto:prensa@cmfchile.cl) | [Press Room](#) | **Twitter:** [@CMFChile](#) [@CMF\\_Educa](#)  
[@CMF\\_HEsenciales](#) | **LinkedIn:** [CMF](#)