

Due to forest fires affecting southern Chile

CMF informs citizens on how to check their insurance, provides advice to collect claims

- *The Financial Market Commission deeply regrets the loss of human lives and enormous damage suffered by many families and communities because of fires affecting the south of the country. It is stepping up efforts to inform and guide affected parties on how to collect insurance payments.*
- *The CMF is also monitoring the claims settlement and payment process to ensure a timely response from insurance companies to the public.*

January 19, 2026 — The Financial Market Commission (CMF) deeply regrets the loss of human lives and enormous damage suffered by numerous families and communities because of fires in the south of the country. It is also stepping up efforts to inform and guide affected parties on how to collect insurance payments.

People affected by the fires can access the Insurance Inquiry System (SICS, for its Spanish acronym), where they can check online, in real time and free of charge whether they have insurance with any company operating in the country.

By logging in with their Individual Password, both insurance policyholders (insured or contracting parties) and those who demonstrate a legitimate interest in accessing said information may submit queries. In cases where the query is submitted by a person claiming legitimate interest, the system will request the necessary documents to verify said status. Once verification is complete, the person will receive an email with instructions on how to review the insurance policies linked to the requested RUT (within a maximum of 10 business days). When the person making the request is the insured or policyholder, the response is sent automatically.

Furthermore, the CMF reports that it strengthened its Citizen Services Office and coordination with Chile Atiende branches to ensure a timely response to citizens' inquiries.

As a reminder, the CMF offers on-site service channels (1449 Libertador Bernardo O'Higgins Avenue, Tower I, 1st Floor); telephone service; and Zoom service (Tuesdays and Thursdays), which can be scheduled [here](#).

Additionally, [**the CMF website**](#) published information to guide individuals on how to collect insurance payments and other related inquiries.

Finally, the CMF instructed insurance companies to take all necessary measures to ensure timeliness in responding to their clients and prompt management of claims' settlements and payments.

Communication & Image Area — Financial Market Commission (CMF)

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