

CMF informs citizens on how to check if they have insurance, provides orientation to collect claims

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July 22, 2026 — The Financial Market Commission (CMF) deeply regrets the loss of life and damage suffered by numerous families and communities due to intense rainfall, flooding, and affectations derived from the weather fronts hitting several regions in the country and strengthens its procedures to inform and orient people about collecting insurance claims.

Parties affected by these events can access the [Insurance Inquiry System](#) (SICS) to verify in real time and free of charge whether they have policies with any company operating in the country.

By logging in with their Individual Password issued by the Civil Registry, policyholders, beneficiaries, and third parties proving legitimate interest to access said information can consult. In cases where the consulting party declares legitimate interest, the system will require the necessary documentation to prove said condition. Once verification is complete, the consulting party will receive an email with instructions to check insurance taken out by a National ID Number within 10 business days. Information is automatically available when the policyholder or beneficiary makes the inquiry.

The CMF also informs that it has strengthened its Citizen Services Office and coordination with ChileAtiende branches to ensure appropriate responses to citizen inquiries. The CMF offers on-site services at 1449 Libertador Bernardo O'Higgins Avenue, Tower 1, 1st Floor, as well as phone services and Zoom meetings (on Tuesdays and Thursdays, scheduled [here](#)).

[The CMF website](#) also features information on how to collect claims and other procedures related to claim management.

Communications Area — Financial Market Commission (CMF)

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