



My personal accident insurance

If you perform services for Glovo, you can benefit from full insurance coverage in case of an accident.

The coverage is valid as long as you are correctly logged in to the platform with all documentation in order.

This insurance coverage is at no cost to you.

Who does it cover?

All correctly registered Glovo couriers at the time of the accident.

Deliveries can be made on foot, by bicycle, moped, motorcycle, car or any other duly authorised land vehicle.

Who isn't covered?

Anyone not registered on the Glovo platform and who does not have a commercial contract in force.

What does the policy cover?

- ✓ The right to receive compensation of up to €25,000 in the event of serious injury, disability or death.
- ✓ If you are unable to work* for a period of time as a result of the accident. The insurance coverage allows you to ensure that your income is not adversely affected, securing compensation in the form of a daily allowance during your recovery.
- ✓ Medical and dental treatment expenses incurred as a result of the accident.

What isn't covered?



Your mobile



Your bike,
motorbike or
transport vehicle



Any other personal
item or transported
item

Policy benefits

Main coverage of your insurance always as a consequence of an accident covered by the policy:



Income protection. Temporary total disability

If you have an accident while making a delivery and, as a result of the injuries incurred, you cannot work, you can receive €15/day for up to 30 days to compensate for the loss of your income. Benefits begin on the 8th day of disability.



Medical costs. Dental and orthopaedic treatment

You can receive up to €5,000 if you have incurred medical, hospital or dental reconstruction costs as a result of an accident. This includes the cost of orthopaedic prostheses up to €1,500.



Injuries and permanent disability

If you incur injuries or disabilities as a result of an accident while making a delivery, you can claim up to €25,000, depending on the type and gravity of the injury
Death.



Orphan's pension

This is something no one wants to think about, but in case you die as a result of an accident while making a delivery, your beneficiaries will receive €25,000. If you have minor children, the amount will increase by an additional 50%.



Repatriation. Accompanying family members

Repatriation to your country of origin in the event of death or total disability. The insurance also covers the cost of accommodating a companion in the hospital where you are hospitalised and/or in case of repatriation.



Legal assistance

Up to €5,000 worth of legal service expenses for both your defence and to make possible claims.

Your insurance company



We only work with insurance companies that support our vision of protecting policyholders, couriers and beneficiaries.

Your Personal Accident policy is managed and administered by Ferrer&Ojeda Asociados, Correduría de Seguros, S.L. and collaborating partners, and is subscribed by insurance company **Chubb European Group SE, Spanish Branch.**

What should you do if you have suffered an accident?

To report an accident and activate a claim, you need to fill out the form below, which you will find in the "Make a claim" section of your App: <https://ferrerojeda.force.com/glovosiniestros/>

It is very important that you understand that you must provide all the information and evidence necessary to substantiate and support your claim and that the insurance company can validate it. This will ensure proper handling of your case.

-  **When did the accident take place?**
-  **Where did the accident take place?**
-  **Can you explain what happened?**
Describe the circumstances and damages. Attach photos if possible.
-  **Who was involved?** If possible, collect a form of ID and the contact details of all persons involved, as well as statements that might help clarify the facts. If a motor vehicle was involved, provide the details of said vehicle (registration number) and confirm whether there is a mutual declaration of accident report.
-  **Contact the police.** Call the police and provide a police accident report if possible.
-  **Medical reports.** In order to correctly process your claim, we will need you to provide the relevant official medical reports.

Contact us

If you have any questions, please get in touch!

 claims.glovo@ferrerojeda.com