



My third-party public liability insurance

If you perform services for Glovo, you can benefit from full insurance coverage for damages that you may cause to third parties.

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 performing a service for Glovo.

This policy only covers couriers who make pickups and deliveries by bicycle or by foot*.

Who isn't covered?

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

* Public liability while driving or parking motor vehicles is excluded.

What does the policy cover?

- ✓ The policy covers on your behalf the payment of any compensation resulting from your public liability up to €6 million.
- ✓ If you injure another person (a third party) or unintentionally cause damage to their belongings or property, we will handle their claim on your behalf.
- ✓ The policy has an excess of €500, in order to prevent misuse.

What isn't covered?



Your mobile



Your bike,
motorbike or
transport vehicle



Any other personal
item or transported
item

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 **Zurich Insurance PLC, Spanish Branch**.

How should you make a claim?

To make a claim and activate your coverage, 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/glovoosiniestros/>

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 authenticate it. This will ensure proper handling of your case.

-  **When did the incident involving the third party take place?**
-  **Where did it 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 as and when needed. Provide a police accident report if possible.
-  **Information related to the injured/affected third party.** In order to process your claim correctly we will need as much information as possible. Provide the contact details of the injured/affected third party if possible.

Contact us

If you have any questions, please get in touch!

 claims.glovo@ferrerojeda.com