

# MyBox

At last you can sleep easy



## MyBox Salud Asturias

Committed to protecting your health for three years

EXCLUSIVE  
INSURANCE POLICY  
FOR  
**ASTURIAS**

### Service commitment

With **MyBox Salud Asturias**, you will have healthcare and dental coverage for three years<sup>1</sup>. Now it also includes three service commitments to guarantee a quicker response to requests for authorisation and the handling of refunds.

#### 1. Medical authorisations within two business days

This commitment will apply to any medical authorisation you require to access any healthcare you need<sup>2</sup> and which has been processed through the inbox: [myboxautorizaciones@imqasturias.es](mailto:myboxautorizaciones@imqasturias.es)

Once we receive your request for authorisation, we have a **maximum of two business days** in which to respond to the request<sup>3</sup>.



Your medical  
authorisations  
in 2 days

#### 2. Refund of the costs of rehabilitation, physiotherapy and chiropody within five business days

This commitment will apply to the requests for reimbursement of costs you need to access any healthcare included in the coverage for reimbursement of costs for rehabilitation, physiotherapy and chiropody<sup>2</sup> and which have been processed through the inbox: [reembolsoscaixabank@segurcaixaadeslas.es](mailto:reembolsoscaixabank@segurcaixaadeslas.es)

Once we receive your refund request, with complete documentation, we have a **maximum of five business days** in which to issue the corresponding payment.

#### 3. Refund of expenses at a non-hospital pharmacy within five business days

This commitment will apply to requests for reimbursement of costs you need to access any healthcare included in the coverage for reimbursement of costs in a non-hospital pharmacy<sup>2</sup> and which have been processed through the inbox: [reembolsoscaixabank@segurcaixaadeslas.es](mailto:reembolsoscaixabank@segurcaixaadeslas.es)

Once we receive your refund request, with complete documentation, we have a **maximum of five business days** in which to issue the corresponding payment.



Your refund  
within five days



**1.** The MyBox Salud Asturias insurance policy has an initial duration of three years and the premium is paid monthly. There are no surcharges for instalment payments. If the insurance is renewed, the renewal premium may be recalculated in accordance with the conditions of the policy. From the fourth year onwards, the MyBox insurance policy will be automatically renewed annually. Subject to MyBox conditions. **2.** As stipulated in the General Terms and Conditions of the product. **3.** A response means any communication from the Insurer to the insured party relating to that request, whether to accept it, reject it or request more information.

## Monetary compensation

In the event of non-compliance with the time frames indicated above, customers can call 91 991 78 21 / 900 110 434 to request a review of compliance with these commitments, and, if appropriate, the payment of monetary compensation of €200.

You can request this compensation<sup>4</sup> up to 30 calendar days of the day following the receipt of our response as the Insurance Company to your request for Authorisation and Refund.

If the Insurance Company does not respond to your request, you can apply for financial compensation within 30 calendar days of sending in the application.



We will compensate you with €200

## Payment of monetary compensation and limitations

The policy holder will be entitled to the monetary compensation<sup>5</sup> described above with a limit of one compensation per calendar year and insured party affected by the service commitments.

This monetary compensation will be paid into the bank account held by the company for the collection of the insurance premium, at the time the service is provided, and within a period not exceeding 30 days from the Company's acceptance of the payment of the compensation.

The amount set out in this document as monetary compensation will be valid for the commitments arising from services requested between 2 March 2022 and 31 December 2022. From this date onwards, the Insurance Company reserves the right to extend, modify or cancel the MyBox Salud Asturias Commitments and the monetary compensation that may be due. To consult the MyBox Salud Asturias Commitments and, where applicable, the monetary compensation in force each year, please visit the website: [www.segurcaixaadeslas.es/compromisosmyboxsalud-en](http://www.segurcaixaadeslas.es/compromisosmyboxsalud-en)



We will pay it into your account

**For further information, please go to [www.CaixaBank.es](http://www.CaixaBank.es)**