

**INFORMATION NOTE No. 1/2026**

Change of communication channels

**Effective from 02/02/2026**

In the context of organizing and professionalizing our insurance mediation and consulting services, please be advised that, **starting February 2nd, 2026**, WhatsApp will no longer be used as a communication channel for any matters related to your insurance.

From that date, all requests, clarifications, contract changes, claims reports, and document submissions must be made exclusively by email to: [silvia.sousa@mediacaodeseguros.pt](mailto:silvia.sousa@mediacaodeseguros.pt)

Alternatively, you can also contact us by phone at 91 232 06 49 to clarify doubts or situations requiring direct contact.

Whenever it is not possible to answer immediately—due to being in a meeting, attending to other clients, or assisting them—the call will be returned as soon as we are available.

**This change is necessary because WhatsApp does not guarantee:**

- Formal registration of orders

- Validity as proof with insurance companies
- Traceability and archiving of information
- Compliance with legal and regulatory obligations
- Safeguarding of customer interests in case of order processing errors

For sending photographs, documents, or any other files, you should also use email.

**Orders sent via WhatsApp cannot be considered or processed.**

This measure aims to protect your interests as a customer, ensure the correct processing of your requests, and guarantee the quality and reliability of the service provided.

Thank you for your understanding and cooperation.

Best regards,

**Sílvia Sousa**

Insurance Consultant