

Protección Familiar

Funeral management and expenses

- We cover funeral expenses and handle all necessary arrangements.
- If the cost of the service is less than the insured capital, we will refund the remaining amount to the legal heirs.

Death benefit

- National and international repatriation of the deceased insured. Includes free choice of burial location throughout Spain.
- Medical and legal expenses.
- Special services.
- Reimbursement of expenses for the care or accompaniment of minors or dependents.
- Bereavement support.
- Administrative assistance and advice regarding the procedures to be carried out following a death.
- Digital end-of-life services.

FAMILY SUPPORT: WE TAKE CARE OF YOU AND HELP YOU IN YOUR DAY-TO- DAY LIFE

Travel assistance

- In case of death abroad:
- Early return of insured companions
 - Accompaniment of minors or dependents
 - Accompaniment of mortal remains and return in case of the death of a family member.
- In case of illness or accident abroad:
- Medical transfer
 - Medical expenses (up to €25,000)
 - Emergency dental expenses (up to €800)
 - Extended hotel stay (up to €175/day, maximum 10 days)
 - Early return of insured companions
 - Reintegration into the travel plan
 - Shipment of medication
 - Extended hotel stay for a companion due to the insured's hospitalization (up to €60/day and a maximum of 10 days)
 - Travel expenses for one person to accompany the hospitalized insured (up to €175/day and a maximum of 10 days).
 - accompanying minors or dependents.

- Other cases:
- Return home in case of a family member's hospitalization
 - Search and rescue of the insured (up to €1,500)
 - Search and location of luggage
 - Delivery of documents and personal belongings
 - Transmission of urgent messages
 - Advance of funds (up to €3,000)
 - Emergency payment to hospitals
 - Advance of bail required abroad (up to €12,000)
 - Payment of legal assistance expenses abroad (up to €600)
 - Telephone interpreter service abroad
 - Information and procedures for cancelling credit cards
 - Safekeeping of the home in case of theft or fire
 - Personal liability (up to €30,000).

Legal and living will

- Will preparation with legal counsel. Includes notary fees and one annual amendment.
- Advice on drafting a holographic will.
- Legal defence in case of will contestation.

Telephone guidance

- 24-hour Medical Consultation

	<ul style="list-style-type: none"> • Psychological Counseling • Legal Consultation • Social Support
Medical and psychological video consultation	<ul style="list-style-type: none"> • Available from 9:00 AM to 9:00 PM every day of the week. • You can schedule a video consultation directly through the MI GENERALI app (at least 2 hours in advance). • This service includes post-consultation feedback, file reviews, test evaluation, and symptom assessment. • Callback: We will coordinate a return call through the portal.
Teleasistencia	<ul style="list-style-type: none"> • Servicio de intervención inmediata a domicilio 24 horas / 365 días de ayuda sanitaria al asegurado. • Dirigido a personas inmovilizadas en el domicilio, por accidente o enfermedad grave. • Búsqueda y envío de un médico y/o ambulancia en caso de necesidad.
Second medical opinion	Get a case assessment report from internationally renowned experts for any serious illness diagnosis.
Home help finder	We put you in touch with home care companies at special prices: telepharmacy, cleaning staff, catering, companionship, hairdressing and podiatry, pet care and veterinary assistance.
Access to medical, dental and wellness services	<ul style="list-style-type: none"> • Access a nationwide network of healthcare professionals and/or medical centers at a special rate. • Receive up to 5 free home medical visits if you are unable to travel to the clinic due to illness. • If you are over 59, you will have a personal doctor available to provide telephone advice on your medical questions, recommendations for tests, or referrals to specialists. This also includes a medical check-up at a special rate. • Dental program with a wide variety of free services (cleaning, X-rays, simple extractions, etc.) and others at special rates. • Access to a network of wellness and health services at special rates (Wellness Program): acupuncture, physiotherapy, osteopathy, podiatry, speech therapy, spas & gyms, etc.
Comprehensive Welfare Program	<ul style="list-style-type: none"> • A comprehensive care program that supports and guides you in maintaining an active and healthy lifestyle. • Includes: Wellness Advisor, Health Status Test, Stress Management and Sleep Improvement, Fitness Training, Smoking Cessation, and Nutritional Counselling.
Pedagogical assistance	<ul style="list-style-type: none"> • Educational support for insured children in the family who, due to illness and/or accident, must remain immobilized at home for more than fifteen consecutive days. • A teacher will provide two hours of private lessons daily, Monday through Friday, during the school year.