

## PRESS RELEASE ENEL DISTRIBUCIÓN CHILE

During December:

### **ENEL DISTRIBUCIÓN INCREASES MEASURES TO SUPPORT ITS CUSTOMERS, GIVING EXTRAORDINARY PAYMENT FACILITIES REQUIRING NEITHER DOWNPAYMENT NOR INTEREST**

- *The most vulnerable families will be able to access credits with repayments available in up to 36 installments. During December, residential customers experiencing difficulties in paying their bills will be able to extend repayments for up to 24 months. Special conditions will also be available for companies that have seen a reduction in sales.*
- *Anyone interested in taking advantage of these benefits can contact the company and sign agreements based on their client profile.*

**Santiago, December 9, 2020** - After the Chilean government extended its State of Catastrophe, Enel Distribución offered special payment plans to support all of its customers affected by Covid-19. The plans all come without the need of down-payments and interest-free, with variable terms according to the particular situation of each person. Those who sign these special agreements will be exempted from having their electricity supply cut off by the company.

Clients with pending payments who represent 60% of the poorest members of society, according to the Households Social Registry, will be able to sign agreements in December to extend repayments for up to 36 months. These conditions will come without downpayments or interest. In addition, once these agreements are activated, they will have a four-month grace period and may postpone the first payment until May 2021.

Also exclusively during December, residential clients that do not pertain to the Households Social Registry, but have faced financial difficulties and accumulated debts of between 10 and 50 inflation indexed units (UF), may sign payment agreements of up to 24 installments, without a down-payment and interest-free on enel.cl's website. This group of customers must pay the first installment in January 2021. Those who have pending payments for more than 50 UFs, can also access repayment agreements with the same terms by contacting the company to provide the necessary information to qualify.

Likewise, business customers such as owners of restaurants, small hotels and neighborhood shops, can also qualify for repayment agreements of up to 24 installments during December, without down-payments and interest free, with the first installment due in March 2021.

Special plans can be requested via the call center by dialling the numbers 600 696 0000 (from landlines) or 22 696 0000 (from cell phones), or on the enel.cl website and commercial offices.



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Doubts and queries can be clarified in the different service channels of the company: call center, website, twitter account @EnelClientesCL, the Facebook Fan Page "Enel Chile" and the mobile phone application phones "Enel Clientes Chile".

More information about the benefits at the following link: <https://www.enel.cl/es/clientes/informacion-util/beneficios-vulnerables.html>