



## PRESS RELEASE

### Media Relations

T +55 21 2716-1743  
M +55 21 99948 9173

[fernanda.rodriques@enel.com](mailto:fernanda.rodriques@enel.com)  
[marcelo.paes@enel.com](mailto:marcelo.paes@enel.com)

[www.eneldistribuicao.com.br](http://www.eneldistribuicao.com.br)

## ENEL SOLUÇÕES LAUNCHES 24-HOURS SUPPORT SERVICE PORTFOLIO

- *Enel Soluções, an Enel Group company, is the first energy solutions firm in the country to launch its own support 24-hours;*
- *The portfolio includes Auto, Moto, Pet e Residential Check-up*

**Niterói, July 17th 2017** – Enel Soluções, the Enel company specialising in solutions within the energy sector in Brazil, launches this week the “Assistências Enel” (Enel Support) programme. The plan includes four types of support – *Auto* (cars); *Moto*; *Pet* (veterinary); and *Residential Check-up* – offered at affordable prices and that can be paid via the electricity bill or by credit card. Enel Soluções is the first energy solutions firm in the country to launch a its own support services portfolio, developed and sold by the company in partnership with Ikê Assistências, a support group with national coverage and specialised service providers – a network of around 23,000 expert service providers, selected following rigorous quality, safety, experience and ethical criteria. The sales timeline for the support services will be split into phases: in the first, which starts next week, Enel Distribuição Rio and Enel Distribuição Ceará customers will be able to acquire the plans and pay through their energy bills. In the second stage, payment will also be possible by credit card and residents of other regions will be able to buy the support services via the [www.enelsolucoes.com.br/assistencias](http://www.enelsolucoes.com.br/assistencias) website.

The products offered by Enel Soluções focus on technical assistance coverage. That means the customer can action a set number of calls according to each plan and, unlike insurance policies, there is no need to pay an excess fee when using the service.

The plans have varying coverage, according to each customer's profile. The **Pet** plan, for example, covers veterinary appointments and information about the animal's vaccines. In the **Residential Check-up** plan, customers can action services such as electrical installation reviews, investigation of possible leaks and even help putting up paintings and shelves. The **Auto** support includes coverage of electrical/mechanical breakdown, towing, keys and others. And the **Moto** plan covers electrical/mechanical breakdown and running out of fuel, for example. All support services include monthly draws for R\$ 10,000 prizes.

Customers interested in the service can acquire their support plans through the company website – [www.enelsolucoes.com.br/assistencias](http://www.enelsolucoes.com.br/assistencias) – or by calling 0800 600 0560.

### **About Enel Soluções**

Enel Soluções, an Enel Group company specialising in energy solutions, works in the fields of energy efficiency, electrical infrastructure, distributed generation and the such. Residential and business distributed generation projects using solar power are some of the main initiatives developed by Enel Soluções. The firm has been present in this marketplace since 2013, having installed distributed generation systems in nine Brazilian states.

### **About Ikê Assistance**

Founded in Mexico in 1988 and with subsidiaries in Latin and Central America, Ikê Assistência has been in Brazil for ten years, offering 24-hour assistance, Concierge and BPO services to the banking, retail, insurance and credit card sectors. She is a member of the InternationalAssistanceGroup (IAG), a global network of independent assistance companies, present in 54 countries. For more information go to: <http://www.ikeassistencia.com/br/home>.