

# INFORMATION FOR USERS OF INSURANCE SERVICES IN ARMEEC

We kindly ask the users of insurance services at Armeec Insurance Joint-Stock Company before concluding an insurance contract to familiarise themselves with the following information provided by our company in compliance with the requirements of Articles 324, 325, 326 and 333 of the Insurance Code:

## **I. INFORMATION FOR THE INSURER /ARTICLE 324 OF THE INSURANCE CODE/:**

1. Armeec is an insurance joint-stock company entered in the Commercial Register with the Registry Agency of the Republic of Bulgaria, with its seat and registered address at: 1407 Sofia, 51, James Baucher Blvd.
2. On the company's website: [www.armeec.bg](http://www.armeec.bg) you will find detailed information about the insurance products and services offered by Armeec Insurance JSC, as well as the report on the solvency and financial condition of the company.
3. Each user of the insurance service has the right and we have provided the opportunity to file complaints against decisions or actions of the company or its employees in connection with claims for payment of insurance benefits, insurance contracts or other activities carried out by the company. A complaint may be lodged in one of the following ways:
  - a) in person, on the spot, in writing (in free text or in a form) in each territorial structure of Armeec Insurance Joint-Stock Company (Headquarters, Agencies and Liquidation Centres);
  - b) by post/courier, submitted in writing (in free text or in a form) to the headquarters of ZAD ARMEEC AD at: 1407 Sofia, 51 James Boucher Blvd.;
  - c) by e-mail to: [zhalbi@armeec.bg](mailto:zhalbi@armeec.bg).

The company does not accept, register and process complaints presented orally or submitted by telephone.

The company does not consider anonymous alerts and complaints due to the impossibility of verifying them.

Any complaint or alert received shall be examined and resolved objectively, and the necessary verification thereof shall be carried out. The time limit within which the company examines complaints and alerts and responds to them is: 7 days from the receipt of the complaint, where it concerns the amount of insurance benefits determined, and up to one month from the date of receipt of the complaint or alert for all other cases. Armeec shall reply to any complaint in the order in which it was received, by letter to the address for correspondence indicated or by e-mail.

For more information, please refer to the Complaint Management Policy of Armeec Insurance Joint-Stock Company.

4. According to the legislation of the Republic of Bulgaria, users of insurance services have the right to submit complaints to the Financial Supervision Commission, as well as to other state authorities. In the event of an unresolved dispute with the Company, any user of insurance services may also apply to the sectoral conciliation committee for dealing with disputes in the field of insurance at the Commission for Consumer Protection.
5. The employees of Armeec Insurance Joint-Stock Company who are involved in the distribution of the company's insurance products do not provide advice with regard to the products they distribute.

## **II. INFORMATION FOR INSURANCE AGENTS /ARTICLE 325 OF THE INSURANCE CODE/:**

1. The insurance agents of Armeec Insurance Joint-Stock Company are provided with and legitimise themselves with a Certificate of Legitimation issued by the company. The certificate shall state the name and address, respectively the name, seat and registered office of the insurance agent, the fact that he/she is an insurance agent of Armeec and the register in which he/she is entered.
2. Complaints against the actions of the insurance agents of Armeec Insurance Joint-Stock Company shall be lodged in the same manner as appeals against decisions and actions of the company's employees (see points 3 and 4 of Section I above), and the time limit for checking, examining and responding to the complaint shall be up to one month from its receipt. Users of insurance services have the right to file complaints against actions of insurance agents of Armeec Insurance Joint-Stock Company and to the Financial Supervision Commission and other state bodies, as well as to use the possibilities for out-of-court dispute settlement, such as mediation, in accordance with Bulgarian law.
3. Armeec and its parent company do not own, directly or through related parties, shares or interests representing more than 10 per cent of the votes in the General Meeting or of the capital of an insurance broker or insurance agent operating on the territory of the Republic of Bulgaria.
4. No insurance intermediary (broker or agent) owns directly or through related parties more than 10 per cent of the votes in the General Meeting or of the capital of Armeec.
5. Insurance agents of Armeec Insurance Joint-Stock Company are not allowed to work and offer non-life insurance products and services of other insurance companies and in case you find a breach of this rule by our insurance agent, please notify us immediately at 0700 13 939.
6. Armeec takes care of the qualification of its insurance agents and they are trained to identify, prior to the conclusion of the insurance contract, the demands and needs of the users of insurance services on the basis of the information provided by them and to advise them.

## **III. INFORMATION ON REMUNERATION RECEIVED BY DISTRIBUTION OF INSURANCE PRODUCTS /ARTICLE 324(5) AND ARTICLE 325(2)(4) AND (5) OF THE INSURANCE CODE/:**

1. Employees of Armeec who make direct sales (without an intermediary) of insurance products receive remuneration, which is formed in accordance with the provisions of the Labour Code and does not depend on the volume of sales.
2. Where insurance policies are taken out through an intermediary (insurance broker, insurance agent or intermediary offering insurance products as an ancillary activity), Armeec pays the intermediary a commission fee which does not affect the amount of the insurance premium due.
3. Regardless of the method of distribution (direct sale or sale through an intermediary) and the type of remuneration paid (labour or commission remuneration), the amount of the insurance premium due under the policy does not change.

### **Central Office:**

1407 Sofia, 51, „James Baucher“ Blvd.; phone: +359 700 1 3939; +359 2/811 91 03; [www.armeec.bg](http://www.armeec.bg),  
CCI 121076907, IBAN: BG79 CECB 9790 1061 9050 00, BIC: CECBBGSF for CCB AD

#### **IV. INFORMATION ON THE INSURANCE PRODUCT /ARTICLE 326 OF THE INSURANCE CODE/:**

Bulgarian legislation applies to insurance contracts concluded under the terms of the insurance products offered by Armeec Insurance Joint-Stock Company.

#### **V. PACKAGE SALES INFORMATION /ARTICLE 333 OF THE INSURANCE CODE/:**

If you are interested in an insurance product that is offered together with another service or in a package, please contact an employee or an insurance agent of the company to explain the possibility to purchase the different services of the package separately, as well as to give a description of each of them, including its price and costs.

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