

INFORMATION FOR USERS OF INSURANCE SERVICES

Pursuant to Article 325 of the Insurance Code

INSURANCE AGENT, NAME, LEGAL FORM	UNITED BULGARIAN BANK AD , registered in the Commercial Register at the Registry Agency with UIC: 000694959, is an Insurance Agent exclusively for DZI – General Insurance EAD, registered in the Commercial Register at the Registry Agency with UIC: 121718407 (holding a licence to carry out insurance activities No 2 of 13 May 1998, No 77 of 15 April 1999, Decision No B-15 of 14 June 2000, Decision No. 1175-OZ of 6 December 2006), and for DZI – Life Insurance EAD, registered in the Commercial Register at the Registry Agency with UIC: 121518328 (holding licences to carry out insurance activities No 2 of 13 May 1998, No B-3 of 22 October 1999 and No 1169 of 19 December 2012 (the “Insurers”). The Insurance Agent performs its duties under insurance agency agreements.
MEMBER STATE OF THE REGISTERED SEAT AND MANAGEMENT ADDRESS OF THE INSURANCE AGENT	Republic of Bulgaria 1463 Sofia, Triaditsa District, 89B Vitosha Blvd. Tel: 0700 117 17, E-mail: jalbi@ubb.bg Website: www.ubb.bg
INFORMATION ABOUT THE INSURANCE AGENT	UNITED BULGARIAN BANK AD is entered in the public register of insurance agents and intermediaries offering insurance products as ancillary activity, maintained by the Financial Supervision Commission pursuant to Article 30(1), point 12 of the Financial Supervision Commission Act, as the Insurance Agent for DZI – General Insurance EAD, registered on 31 August 2017, and DZI – Life Insurance EAD, registered on 1 October 2006, and is authorised as an insurance agent by means of Authorisation Certificates issued by the Insurers, available at every branch of UBB AD where the Insurers’ insurance products are offered. The registration information is public and can be verified via the FSC website: https://www.fsc.bg/bg/registri-i-spravki/
PERSONS RELATED TO THE INSURANCE AGENT	United Bulgarian Bank AD does not hold, either directly or through related parties, more than 10 per cent of the votes at the general meeting or of the capital of DZI – General Insurance EAD or DZI – Life Insurance EAD. DZI – General Insurance EAD, DZI – Life Insurance EAD and the sole owner of the capital of the aforementioned insurers do not hold, either directly or through related parties, shares or equity interests representing more than 10 per cent of the votes at the general meeting or of the capital of the Insurance Agent United Bulgarian Bank AD, which carries out its activities within the territory of the Republic of Bulgaria. United Bulgarian Bank AD, DZI – General Insurance EAD and DZI – Life Insurance EAD are part of the Belgian banking and insurance group KBC.
PROCEDURE FOR SUBMITTING COMPLAINTS REGARDING THE ACTIONS OF THE INSURANCE AGENT	Users of insurance services may submit complaints regarding insurance products, the Insurance Agent or the Insurers either in person or through an authorised representative with a notarised power of attorney, to the Insurance Agent’s head office at 89B Vitosha Boulevard, Triaditsa district, Sofia 1463 or to the Insurer’s head office at the same address. Complaints may also be submitted by completing the online form on the Insurance Agent’s website – www.ubb.bg/contact/feedback and by email to the Insurers – clients@dzi.bg .

UBB AD
89B Vitosha Blvd., UBB Millennium Centre
Sofia, Bulgaria
www.ubb.bg

	The Insurance Agent and/or the Insurers shall make a decision on any complaint submitted within the prescribed time limit.
SUBMITTING COMPLAINTS TO THE FINANCIAL SUPERVISION COMMISSION AND OTHER STATE AUTHORITIES	Complaints against the Insurance Agent and the Insurers, depending on their nature, may also be submitted to the Financial Supervision Commission – 1000 Sofia, 16 Budapest Street or by email: delovodstvo@fsc.bg ; the Consumer Protection Commission – 1000 Sofia, 4A Slaveykov Square, or via the website www.kzp.bg ; and the Personal Data Protection Commission – 1592 Sofia, 2 Prof. Tsvetan Lazarov Blvd. or by email: kzld@cpdp.bg , as well as to other competent authorities. Any disputed matters on which no agreement has been reached between the parties may be referred for resolution to the competent Bulgarian court in accordance with the general procedure or dealt with out of court through alternative dispute resolution proceedings before the sectoral conciliation commission of the Consumer Protection Commission.
RESTRICTION ON THE ACTIVITIES OF THE INSURANCE AGENT	In its capacity as the Insurance Agent for DZI – General Insurance EAD and DZI – Life Insurance EAD, United Bulgarian Bank AD is not entitled to offer general or life insurance products and services from other insurance companies.
PROVISION OF ADVICE	In its capacity as the Insurance Agent for DZI – General Insurance EAD and DZI – Life Insurance EAD, United Bulgarian Bank AD provides advice on the sale of investment insurance products.
DISCLOSURE OF CONFLICTS OF INTEREST	In performing its functions, the Insurance Agent undertakes to give priority to the interests of insurance service users over its own private interests. The Insurance Agent has the necessary structure in place to ensure, with a sufficient degree of certainty, that the risk of harm to the interests of users is avoided, by disclosing the nature and sources of any conflict of interest in a timely manner and sufficiently in advance of the conclusion of any specific insurance contract. When distributing insurance products, and in particular when distributing insurance linked to investment funds, the Insurance Agent is obliged to disclose to users of insurance products all information in sufficient detail to enable them to make an informed decision regarding the distribution of insurance products in respect of which the conflict of interest arises.
TRAINING AND QUALIFICATIONS	The employees of United Bulgarian Bank AD, as the Insurance Agent for DZI – General Insurance EAD and DZI – Life Insurance EAD, who are involved in insurance activities, possess the necessary qualifications and training to determine the requirements and needs of insurance service users, based on the information provided by those users, prior to the conclusion of an insurance contract, and to advise them regarding the insurance products being distributed.
INFORMATION ON REMUNERATION	As an Insurance Agent, United Bulgarian Bank AD receives commissions from the Insurers, DZI General Insurance EAD and DZI Life Insurance EAD. Regardless of the method of insurance distribution and the type of remuneration paid, the insurance premiums payable by customers under the policies remain unchanged.

This information is provided to customers prior to the insurance contract being concluded.