

Financial Supervision Commission provides further information to policyholders affected by the decision of the Bulgarian FSC to ban on the provision of new and the extension of the term of existing cross-border products and services provided by DallBogg as of 1^o July 2025.

With this Q&A, Financial Supervision Commission provides further information on the current situation of *ZAD DallBogg: Life and Health AD* (hereafter referred to as 'DallBogg'), with its registered office in Sofia.

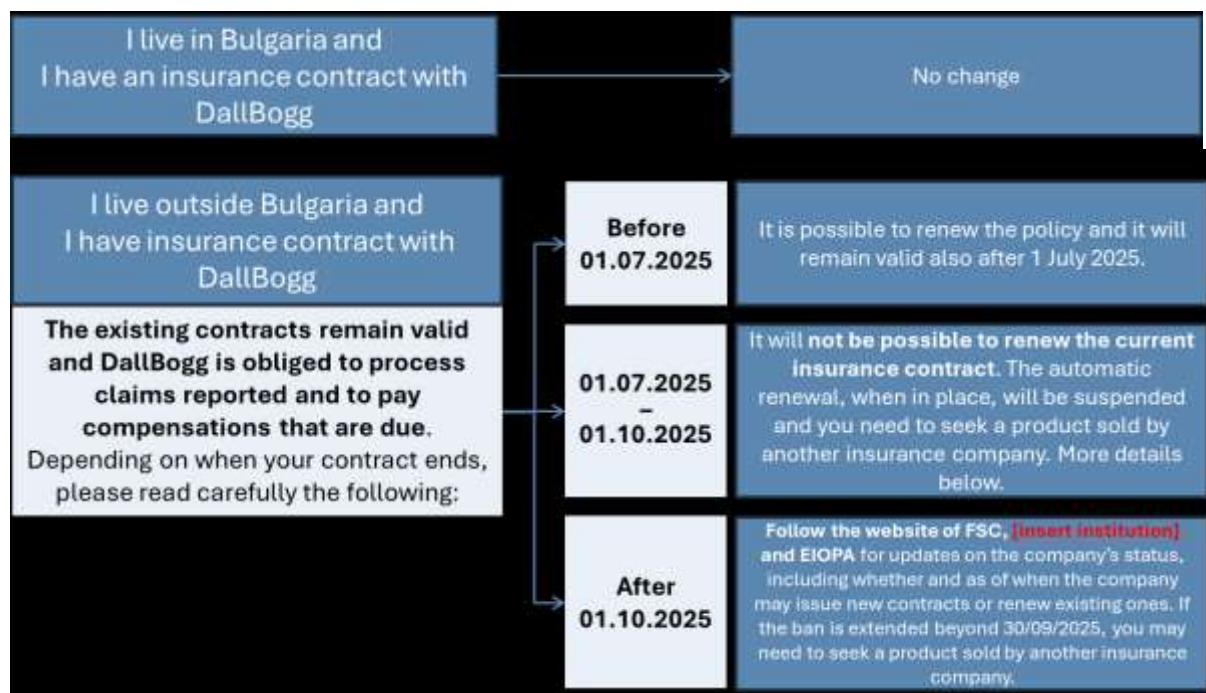
1) What happened?

On 10 June 2025, Bulgaria's Financial Supervision Commission (FSC - Комисия за финансов надзор) decided to **ban DallBogg from concluding new insurance contracts and extending existing ones outside the territory of Bulgaria for an initial period of 3 months, starting from 1 July 2025.**

FSC decided to take this action because it found evidence that DallBogg failed to comply with local regulations of the EU countries in which it operates. **The FSC will review the situation after 3 months to determine whether the ban should be lifted or extended. Should the conditions established by the FSC be met before the end of the 3 months, the FSC may lift the ban earlier.**

Pursuant to the Financial Supervision Commission Act, the decision is subject to appeal before the Sofia Administrative Court under the Administrative Procedure Code within 14 days of its notification. However, the appeal does not suspend enforcement.

2) How does this impact consumers?



Important notes:

- For holders of **motor insurance**: failure to meet the obligation to have a valid motor third-party liability insurance contract will incur in penalties, and you are not allowed to drive without one. DallBogg's clients whose policy ends between the 1st of July and the 1st of October must enter into a new contract with **another insurance company**.
- In case of need, **policyholders are advised to seek professional advice** from Consumer Association and/or intermediary, before making any decisions regarding their policies.
- Also for holders of **suretyship policies**: DallBogg's clients whose policy ends between the 1st of July and the 1st of October must enter into a new contract **with another insurance company**.
- **Consumers who live in Bulgaria and who have taken out an insurance policy with DallBogg are not affected by the decision.**
- For consumers that live outside Bulgaria with an active policy with DallBogg that will not end or be renewed before 1st October 2025, nothing will change. DallBogg is obliged to process claims and to pay compensation when due. If you are not satisfied by the way DallBogg has handled your claim file, you can submit a complain to DallBogg. If you are not satisfied by the way DallBogg has handled your complaint, you can submit a complaint to the relevant competent authority [here](#).

3) Where can I find more information?

It is essential for consumers to understand their rights and obligations under their insurance contracts and to be aware of the potential implications of FSC's decisions on their policies. For more information, policyholders are invited to consult the information available on the website of the Bulgarian supervisory authority and that of the national supervisory authority of their country of residence.

- Bulgaria - [Комисия за финансов надзор](#)
- Greece - [Τράπεζα της Ελλάδος](#)
- Italy - [Istituto per la vigilanza sulle assicurazioni](#)
- Poland - [Urząd Komisji Nadzoru Finansowego](#)
- Romania - [Autoritatea de Supraveghere Financiară](#)
- Spain – [Dirección General de Seguros y Fondos de Pensiones](#)

4) Who is supervising?

Bulgaria's Financial Supervision Commission, as the home supervisor, is the main responsible authority for overseeing DallBogg's activities. Bulgaria's Financial Supervision Commission is in contact with the national supervisory authorities of the countries where DallBogg operates under the freedom to provide services (Greece, Italy, Poland, Spain and Romania – defined as "host countries") for the supervision of the cross-border business of the company.

FSC has been working closely with national supervisors in host countries to address the issues related to DallBogg's non-compliance with local legislation and to ensure that the rights of policyholders are protected.

EIOPA plays a coordinating role in supervising DallBogg's cross-border activities.

As the situation evolves, it is important to stay up to date. Financial Supervision Commission will update this page as more information becomes available.