

SOLELY OWNED JOINT STOCK INSURANCE COMPANY (ZEAD) BULSTRAD LIFE VIENNA INSURANCE GROUP EAD is a licensed insurer under Section 1 and item 1 and item 2 of Section II of Appendix 1 to the Insurance Code. The Company is entered in the Commercial Register at the Registry Agency under UIC 831211284, with headquarters and management address in the Republic of Bulgaria, 1301 Sofia, district Vazrazhdane, 6 Sveta Sofia Street; telephone: +359 2 401 40 00; e-mail: bullife@bulstradlife.bg.

In the information below, **SOLELY OWNED JOINT STOCK INSURANCE COMPANY (ZEAD) BULSTRAD LIFE VIENNA INSURANCE GROUP EAD** is also referred to as the „Insurer“ or the „Company“. Please duly acquaint yourself with the following information provided by the Insurer. This information is essential and will help you make an informed and reasonable decision. If the information is unclear or non-understandable, you should seek clarification from the Insurer or the insurance broker. They will discuss the issues with you.

1. Law governing the insurance contract.

The Insurance Code, the general provisions of the Commerce Act and of the Obligations and Contracts Act, unless the Insurance Code provides otherwise.

2. Insurance contract

With the group „Life“ insurance contract, the Insurer is obliged to cover a specific risk against payment of an insurance premium and upon occurrence of an insurance event, which is a covered risk under the terms and conditions of the contract, and to pay the insurance amount specified. The insurance contract is concluded in writing, in the form of an insurance policy. Therefore, the term „insurance policy“ is often used as a synonym of the insurance contract itself. The terms and conditions of the insurance contract are „General“ and „Special“. The Special Terms and Conditions are the agreement in the policy. The General Terms and Conditions are typical clauses applicable to the insurance contract, which the Insurer submits to you in advance so that you are acquainted with them and informed before the conclusion of the insurance contract. In case of discrepancy between the Special Terms and Conditions included in the insurance policy and the General Terms and Conditions, the Special Terms and Conditions prevail. The written application to the Insurer for the conclusion of the contract, the written answers of the Insured and/or the Policy holder to the questions asked by the Insurer about the circumstances that are essential to the nature and the extent of the risk, the documents related to the requirements of the General Data Protection Regulation, as well as the documents in connection with the provisions of the Measures Against Money Laundering Act, are integral parts of the contract. During the term of its effectiveness, the insurance contract may be amended. Formally, the amendment is made by an annex or an addendum.

The rights and the obligations under the insurance contract are lapsed with the expiration of five years from the date of occurrence of the insurance event. Upon occurrence of an insurance event, the insurance claims are filed in accordance with the Internal Rules for Settlement of Claims under insurance contracts of the Insurer, published on the website of the Company: www.bulstradlife.bg

3. Insurance coverage

The insurance coverage is a mandatory part of the content of your insurance contract. The basic risks covered by the Insurer under the group „Life“ insurance are:

- death due to an accident or illness occurred to an insured person during the insurance period;
- permanently reduced or lost working capacity due to an accident and/or illness;
- temporarily lost working capacity due to an accident and/or illness.

Upon request by the Policy holder and against payment of an additional insurance premium, additional covered risks may be included, such as:

- daily allowances for hospital stay of the Insured due to an accident and/or illness;
- daily allowances for post-hospital recuperation of the Insured due to an accident and/or illness;
- surgical treatment or surgical intervention due to an accident and/or illness;
- fractures and burns of an insured person;
- occurrence of medical expenses for the Insured, which are described in the terms and conditions of the insurance and are a direct and immediate consequence of an accident and/or illness occurred to the Insured;
- critical illnesses.

The specific covered risks under your insurance contract are specified in your insurance policy.

4. Contract term and insurance coverage period

To contract term is agreed in the insurance policy. Insurance coverage period is the period, during which the Insurer bears the insurance risk, if the due insurance premiums are paid.

5. Ways of termination of the contract

The insurance contract is terminated in the following cases:

- upon its expiration;
- with a unilateral statement by the Policy holder to the Insurer, where the insurance interest has ceased during the term of the contract;
- if the insured person has objected before the Insurer in writing against the contract on his life – from the date of receiving the objection;
- unilaterally by the Policy holder, within 30 (thirty) days from the date of conclusion of the contract, for individual insurance contracts with a term longer than 6 (six) months;
- with one month notice by the Insurer, if the Policy holder/the Insured have knowingly declared inaccurately or withheld circumstances, due to which the Insurer would have not concluded the contract;
- if the Policy holder dies before the Insured and before having paid the entire insurance premium, and no replacement of the Policy holder has been done in accordance with the terms and conditions of the insurance.
- in case of non-payment of an instalment within the agreed deadline, the insurance contract is terminated at 24:00 hours of the 15-th day from the due date of the instalment;
- with mutual written agreement between the parties;
- in other cases explicitly agreed in the contract or provided for by the law.

6. Insurance premium, methods and terms of payment. Determination of payments and options.

The insurance premium may be annual. The Insurer offers the possibility of deferred payment of the annual premium. The due dates (the deadlines for

payment of the annual insurance premium or the respective instalments) are specified in the insurance policy. The due amount of the annual insurance premium or the amounts of the instalments are specified in the Special Terms and Conditions of your insurance policy.

7. The insurance contracts do not provide for and, accordingly, do not apply rules about:

- 7.1. right to surrender and payment of contractual surrender price;
- 7.2. reduction of the insurance amount in case of non-payment of the insurance premium.

8. General Information about the tax procedure

The provisions for the tax procedure and the tax alleviations that may be used by legal entities are contained in the Corporate Income Tax Act (CITA). Information may also be contained in the Insurance Premium Tax Act.

9. Appeals, objections and complaints

The users of insurance services may lodge appeals, objections and complaints against the Insurer and/or the insurance broker at any stage of the insurance process (before the conclusion of the contract, during the term of the contract and upon occurrence of an insurance event). The complaints can be filed at each structural unit of SOLELY OWNED JOINT STOCK INSURANCE COMPANY (ZEAD) BULSTRAD LIFE VIENNA INSURANCE GROUP EAD (headquarters, agencies, offices) and by email at the following e-mail address of the Company: bullife@bulstradlife.bg.

The users of insurance services may also lodge complaints with the Financial Supervision Commission, which is the state body supervising the insurance industry and other financial sectors, as well as with other competent bodies. All unresolved disputes between the parties may be referred to the competent Bulgarian court.

The Insurer rules on each lodged complaint within one month from the date of lodging of the complaint, except for complaints concerning the amount of the indemnity, for which the ruling is within 7 days.

10. Solvency and financial standing

The statement about the solvency and the financial standing of SOLELY OWNED JOINT STOCK INSURANCE COMPANY (ZEAD) BULSTRAD LIFE VIENNA INSURANCE GROUP EAD can be found on the Internet site of the Company: www.bulstradlife.bg

We would like to inform you that the Insurer does not provide advice on the offered insurance product.

In case of sales carried out by employees of the Insurer (direct sales), the remuneration of such employees is included in their salary.

In case of sales carried out by insurance brokers who are intermediaries acting on behalf of and at the expense of the Insurer, the remuneration of such brokers is formed as a percentage of the insurance premium.

This document is prepared and adopted in Bulgarian, and the current version is its translation into English. In case of any discrepancy between the English and Bulgarian versions, the Bulgarian text shall prevail.