



STRATEGY

2022-2024

FINANCIAL SUPERVISION COMMISSION



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The strategy of the Financial Supervision Commission (FSC/ the Commission) for the period 2022 - 2024 sets out the priorities of the regulatory and supervisory authority of the non-banking financial sector in the Republic of Bulgaria for the aforementioned period. Within its scope of the activities FSC is engaged proactively for ensuring public confidence in the markets of non-banking financial services, as well as towards the activities and the capacity of the supervisory authority.

The Commission follows the principles of predictability and consistency of its actions, applying the best practices for transparency and publicity.

The result of the effective activity of the Financial Supervision Commission is ensuring a good environment for business development in the three sectors it regulates - investment, insurance and pension sector.

With the development of the new technologies and digitalization in the financial sector, FSC adapts to the dynamically changing environment and manages new, unknown so far challenges.

I. Mission

The main mission of the Commission is to ensure by legal, administrative and informational means the stability and transparency of the non-banking financial system in the Republic of Bulgaria, as well as to protect the interests of investors, insured and socially insured persons.

II. Vision

The vision of the Financial Supervision Commission is continuous improvement of the regulatory and supervisory activities meeting the challenges of the investment, insurance and social security sector in order to protect the interests of consumers of non-banking financial services.

III. Principles and values in the implementation of regulatory and supervisory functions

The Financial Supervision Commission operates in compliance with the following principles:

- ✓ Law, impartiality and justice;
- ✓ Responsibility, honesty, transparency;
- ✓ Effectiveness, efficacy, objectivity.

Integrity in the application of the principles and values is a key factor in all aspects of the Commission activities, ensured by ethical standards of conduct, internal rules, annual plans, financial management and control, information security management, control and assessment of performance, internal auditing.

IV. Priorities for the period 2022 - 2024

Priority 1. Implementation of consistent, transparent and predictable regulatory activities

In order to fulfill its legally defined functions to achieve stability and trust in the financial markets, the Financial Supervision Commission will implement a consistent, transparent and predictable regulatory policy, as well as a policy to guarantee equal conditions for carrying out activities while observing and guaranteeing the protection of rights and interests to consumers of non-banking financial products and services. The main objective is to maintain high standards regarding the regulatory process, based on an effectively functioning legal framework, clear and predictable policies, and equal treatment of non-banking financial sector entities.

The Financial Supervision Commission will continue its active participation in the process of discussion and preparation of European acts. In the process of harmonizing national and European legislation, the FSC will follow good practices and standards at a European level, as well as monitor the regulatory framework in other Member States.

The Commission will adhere to the principles of smart regulation. In this regard, it will continue to cooperate in the process of preparing impact assessments of draft laws, as a key tool for measuring the effect of both the introduction of new regulations and the current regulatory framework and its implementation practice, to serve as a starting point to prepare proposals with measures to eliminate identified weaknesses and gaps.

Within this first priority, the Commission aims to achieve the following objectives:

Objective 1.1. Coordination and harmonization of national and European legislation in the field of the financial markets

The accomplishment of this objective will be achieved by:

- ✓ Active participation and interaction with other competent Bulgarian institutions in the process of discussion and preparation of European acts in the field of the financial markets;
- ✓ Overview of the legislation of other Member States in the field of the financial markets and introduction of good practices and standards at European level in the national legislation;

- ✓ Development of national legislation in the field of the financial markets in areas not directly regulated by the EU law.

Objective 1.2. Compliance of national regulations with the specifics of the Bulgarian financial market in order to stimulate its development

The accomplishment of this objective will be achieved by:

- ✓ Introduction of new regulations that deploy at a national level institutes developed in the European practice and create new opportunities for the financial market participants in the non-banking sector;
- ✓ Study the need for new regulations, technological innovations arising from them, assessment of their impact on the activities of the supervised entities, as well as the necessary resources to bring their activities in line with them;
- ✓ Monitoring with regard to the implementation and enforcement of the legal framework and taking, if necessary, actions to update it with the aim of overcoming identified problems in the practice of its implementation.

Objective 1.3. Implementation of a consistent regulatory policy in order to reduce the administrative weight

The accomplishment of this objective will be achieved by:

- ✓ Identification and introduction of good practices in the Commission's regulatory activities to reduce the administrative weight;
- ✓ Application of regulatory policy in favour of economic development, taking into account the business environment and its specifics;
- ✓ Use of e-governance tools and achievement of quality of the regulatory framework and legal certainty.

Objective 1.4. Provision to the public of a complete, understandable, timely and accessible information about the regulatory activities of the FSC

The accomplishment of this objective will be achieved by:

- ✓ Disclosure of practices followed by the regulatory authority in order to comply with the principle of predictability of the administration;
- ✓ Effective discussions on proposals for amendment of the regulatory framework;

- ✓ Proactive communication with the competent authorities, institutions, professional organizations and other stakeholders, when holding public consultations, clarification of problems occurred in the process of application of the regulations and / or providing clarifications in connection with newly introduced regulatory requirements;
- ✓ Prompt information to the public about the planned changes in the regulatory policy through digital and traditional communication channels.

Priority 2. Implementation of effective risk-based supervision of the non-banking financial sector and sustaining stability of the financial markets

The FSC applies a risk-based approach to supervision as a response to the dynamic environment and development of the financial markets in need of more efficient and effective supervision and regulations. In these conditions, the FSC focuses its supervisory powers on market participants that show a higher level of risk in their activities and focuses on the identification of potential risks for the purposes of their mitigation.

Grading of actions according to their relative weight, prevention of unexpected situations and use of early warning indicators play a key role in the supervision of the non-banking financial sector. The framework of risk-based supervision allows the FSC to focus its efforts on solving those problems that pose the greatest risk to the achievement of supervisory objectives and financial stability.

Within this priority, the Commission aims to achieve the following objectives:

Objective 2.1. Compliance of the supervisory activity with the relevant common policies and standards

The accomplishment of this objective will be achieved by:

- ✓ Identifying and introducing of new practices, policies and standards for improving of the risk-based supervision;
- ✓ Updating of internal documents (manuals, rules and procedures) for risk-based supervision in accordance with the new supervision practices;
- ✓ Active exchange of information and participation in activities related to the convergence of new supervision practices in the EU.

Objective 2.2. Early identification, analysis and risks assessment associated with the activities of the supervised entities

The accomplishment of this objective will be achieved by:

- ✓ Stress tests for identification of problematic areas in the activities of the supervised entities and analysis of the impact of changes in the macroeconomic indicators on the participants in the non-banking financial sector;
- ✓ Assessment of the separate risk indicators, defining of the risk profile of the supervised entities with regard to the sectoral legislation and the requirements related to the prevention of money laundering and financing of terrorism;
- ✓ Identification and analysis of the risks related to the digitalization process and the risks related to climate change and sustainable development;
- ✓ Effective allocation of the supervisory resources based on the identified risks to which are exposed the supervised entities;
- ✓ Taking timely and adequate supervisory actions in order to mitigate the negative consequences of the COVID pandemic and/or other emergency cases.

Objective 2.3. Enhancing of the supervision on the market behavior of supervised entities

The accomplishment of this objective will be achieved by:

- ✓ Monitoring of the distribution channels of products, accessibility and clarity of the information provided to the consumers of investment, insurance and social insurance products and services, and compliance with the process of concluding contracts with consumers;
- ✓ Conducting thematic researches on the adequacy of products, supplied in the market in a COVID environment, creating new products, revision and modification of existing products and distribution channels.

Objective 2.4. Implementation of effective joint actions in connection with the supervision of the non-banking financial sector through the exchange of information and close cooperation between national, European and international authorities and institutions

The accomplishment of this objective will be achieved by:

- ✓ Digitization of the process of exchange of information, holding meetings and undertaking coordinated supervisory actions towards non-banking financial institutions;
- ✓ Cooperation with European and international institutions in order to exchange information and affirmation of common supervisory practices;
- ✓ Active participation in joint supervisory actions under the guidance of the European Securities and Markets Authority (ESMA) and the European Insurance and Occupational Pensions Authority (EIOPA), with a view to converging supervisory practices and taking follow-ups.

Priority 3. Institutional development and capacity building for effective administrative management

The Financial Supervision Commission aims to develop its policy for high organizational efficiency and to maintain the institutional structure in accordance with the legally defined powers. Increasing the capacity for effective management is ensured by carrying out a regular review of the organizational structure, work processes, internal administrative rules and procedures, analysis for their optimization and evaluation of the results of organizational changes. The efforts of the FSC will be also directed to ensure the financial stability of the institution, improvement of the planning and effective management of the financial resources.

Within the framework of this priority, the FSC aims to achieve the following objectives:

Objective 3.1. Maintaining of optimal organizational structure

The accomplishment of this objective will be achieved by:

- ✓ Periodic review and evaluation of the current state of the organizational structure and regular analysis of the implementation of the main, the management and the supplementary work processes of the FSC (efficiency, efficacy, quality) in order to identify

opportunities for optimization;

- ✓ Increasing the management capacity, upgrading the leadership skills of employees at all levels of management and development of sustainable corporate policy;
- ✓ Overview of workload and efficiency by functions and structural units in relation to changes in the environment and reallocation of resources;
- ✓ Effective implementation of the Code of Ethics of the FSC employees for assurance keeping the principles and values of the FSC by managers and employees. Maintaining of high professional and personal morale and development of the capacity of the FSC to prevent corrupt practices;
- ✓ Development, adaptation and continuous improvement of the rules and framework for organization of work in remote mode and flexible working hours.

Objective 3.2. Ensuring financial stability and optimal planning and management of the financial resources

The accomplishment of this objective will be achieved by:

- ✓ Achievement of a flexible approach in planning and distribution of the budget of the FSC in order to ensure priority activities of the Commission, at the expense of dropped out needs;
- ✓ Increasing efficiency in activities related to revenue collection through constant monitoring and proactive communication with supervised entities;
- ✓ Strengthening the control and improvement of the analysis of the implementation of the budget indicators in the program budget of the FSC for the purposes of optimizing the effectiveness and efficiency in the utilization of the budget resources of the FSC.

Objective 3.3. Selection, motivation and training of employees

The accomplishment of this objective will be achieved by:

- ✓ Improving the rules and mechanisms for personnel selection by applying flexible procedures for quality selection;
- ✓ Creation of conditions and climate, providing a stimulating work environment that increases the confidence, motivation and satisfaction of employees;
- ✓ Maintaining professional commitment and training at a high level and increasing the

qualifications and skills of employees by conducting mentoring programs and ongoing training in accordance with the regulatory and organizational requirements;

- ✓ Increasing the digital competence of employees, including for the achievement of a higher level of cyber security;
- ✓ Maintaining the working capacity of FSC employees by monitoring their health status and including them in active sports activities programs.

Priority 4. Maintain and develop a modern informational infrastructure

In the period 2022-2024, the FSC will finish the process of modernizing the informational infrastructure by reaching the necessary level of compliance and integrity with the information systems of the European Supervisory Authorities. The built infrastructure will suit all regulatory requirements for interoperability and information security.

As a result, the goal is to build an integrated single information system, centralization of information and implementation of Business intelligence system for analysis of accumulated data.

Within the framework of this priority, the FSC aims to achieve the following objectives:

Objective 4.1. Increasing the level of information security and the quality of the provided IT services

The accomplishment of this objective will be achieved by:

- ✓ Development of the information infrastructure with regard to raising the level of the security of information under the conditions of keeping the national web and information security standards by building modern systems for security and control;
- ✓ Maintenance of systems corresponding to new technologies and their development in order to facilitate supervised entities in their use;
- ✓ Development of compatibility and interaction mechanisms in line with the National Strategy for Small and Medium Enterprises 2021-2027 for the purposes of providing digital services.

Objective 4.2. Implementation of the principles of e-governance, improvement of the administrative service and focus on consumers of financial services and products

The accomplishment of this objective will be achieved by:

- ✓ Review of the regulatory framework related to the activities of the FSC and preparation of amendments/proposals for amendments regarding the dropping requirements of the proceedings before the FSC and its bodies that contradict the principles of e-governance;
- ✓ Organization and implementation of clerical activities in the Commission in compliance with the regulatory requirements for working with electronically signed documents. Provision of electronic administrative services through accessible interface and their integration to the common environment for electronic exchange of documents with access to the single portal for electronic administrative services.

Objective 4.3. Maintaining of effective information and data exchange with the European Supervisory Authorities

The accomplishment of this objective will be achieved by:

- ✓ Active participation in the working structures of the European supervisory authorities in connection with electronic exchange of information and data, ongoing clarification of the technical requirements and the necessary tools for this;
- ✓ Carrying out control and monitoring in connection with the fulfillment of data reporting obligations in the registers of the European Securities and Markets Authority (ESMA) and the European Insurance and Occupational Pensions Authority (EIOPA).

Objective 4.4. Building and maintaining an effective integrated information system with the functionalities necessary to cover the tasks and objectives of the FSC

The accomplishment of this objective will be achieved by:

- ✓ Centralization of data input and output and implementation of automated processes and control of incoming information from and to supervised entities;
- ✓ Building and maintaining systems for submitting and receiving information from supervised entities in an electronic standardized format;
- ✓ Loading and storing the information in a centralized data warehouse, implementing a toolkit for versatile analysis of the available data, creating a single register with information about the supervised entities;

- ✓ Automated display of public information on the FSC website or automated data transfer with systems external to the FSC.

Priority 5. Ensuring effective protection of consumers of non-banking financial services and products, increasing financial literacy and strengthening public confidence in financial markets

In order to ensure the effective protection of consumers, including their awareness, increasing their trust, as well as the good functioning of the single market, the Program for the Protection of Consumers of Non-Banking Financial Services and Products 2021-2024 has been adopted, in accordance with the European policy on consumer protection. The FSC will continue to implement the program, constantly seeking to update it and ensure an ever-higher level of consumer protection. In addition, the FSC will not only increase the awareness of consumers in relation to carrying out activities without the required license or permit, but will also increase its efforts to prevent these activities, including through close cooperation with other government institutions.

Within this priority, the Commission aims to achieve the following objectives:

Objective 5.1. Raising awareness to limit the use of services without the required license or permission

The accomplishment of this objective will be achieved by:

- ✓ Holding awareness campaigns to identify the activities of licensed supervised entities ;
- ✓ Periodic publication of press releases on the FSC website and updating the list of persons providing services and activities without the necessary license;
- ✓ Close cooperation with other government authorities in order to ascertain and suspend in a timely manner activities without the relevant licenses or permissions.

Objective 5.2. Ensuring the protection of consumers of non-banking financial services by taking timely and effective regulatory and supervisory measures

The accomplishment of this objective will be achieved by:

- ✓ Adequate and prompt response within the legal powers in order to prevent any damage to the consumers of financial services and products;

- ✓ Analysis of the received complaints and signals from the users of financial services and preparation of proposals for amendments of the regulatory framework and supervisory practices;
- ✓ Supporting the consumer dispute resolution process.

Objective 5.3. Increasing public confidence in the activity of the FSC by raising awareness

The accomplishment of this objective will be achieved by:

- ✓ Publishing clear and accurate information on the official website of the FSC about the condition of the non-banking financial sector and the FCS's activities;
- ✓ Organising campaigns and informing the public in a timely manner when significant events related to the non-banking financial sector occur;
- ✓ Observing a policy of transparency and openness with the media, as the main channel for informing the public;
- ✓ Holding regular meetings with managers and management bodies of the supervised entities of the three sectors and of the professional associations.

Objective 5.4. Increasing the financial literacy of consumers of financial products and services

The accomplishment of this objective will be achieved by:

- ✓ Implementation of the measures set out in the action plan of the National Strategy for Financial Literacy of the Republic of Bulgaria (2021-2025), relevant to the activities of the non-banking financial sector;
- ✓ Organizing educational programs focused on different age groups in order to provide information on the legal framework and new business practices in the non-banking financial sector;
- ✓ Running digital awareness campaigns for consumers of financial services and products;
- ✓ The use of social networks and new digital channels for initiatives to improve the financial literacy of the digitally active population.

Priority 6. Active participation in the activities of the European institutions related to the non-banking financial sector and cooperation with the national competent authorities of the EU Member States

As a Member State of the European Union, the Republic of Bulgaria actively participates in the preparation and implementation of the policies of the Union. The financial services sector is an essential part of the deepening harmonization of the EU internal market, aiming at the European level to create a detailed and comprehensive regulatory framework for the regulation of the single financial market, which is subject to periodic review in the view of the dynamics of markets and technologies. The FSC will participate in the negotiations on the adoption of new European rules for the financial sector, assisting the Ministry of Finance in the preparation of national positions. Among the main priorities of the FSC, in its capacity as a member of the European Supervisory Authorities, are preventing or reducing systemic risks to financial stability, contributing to the smooth functioning of the internal market and ensuring a sustainable contribution to economic growth. Supervisory information is actively and operationally exchanged with the EU Member States and common positions are agreed upon during negotiations in the development of new European policies and requirements.

The Financial Supervision Commission participates in the Technical Support Instrument (TSI) of the European Commission. With its participation, the FSC will achieve improvement of the operational capacity and efficiency of the administration, improvement of supervisory practices, smooth transition to digital financial markets, implementation of recovery and sustainability plans, transition to a green economy, recovery after COVID-19 and others.

Within this priority, the FSC aims to achieve the following objectives:

Objective 6.1. Advocacy of the national interest in the participation of representatives of the Commission in the activities of the EU bodies and structures and in cooperation with the European institutions

The accomplishment of this objective will be achieved by:

- ✓ Regular participation in the forums of European Supervisory Authorities and European institutions and exchange of information, taking into account the specifics and protecting the interests of the Bulgarian non-banking financial sector and consumers of

financial services;

- ✓ Effective exchange of information between administrative units within the FSC regarding the participation of employees in meetings of the European institutions;
- ✓ Cooperation with European institutions regarding the provision of technical support.

Objective 6.2. Active cooperation and exchange of information with national competent authorities in order to ensure the sustainable development of the financial sector in the EU

The accomplishment of this objective will be achieved by:

- ✓ Exchange of information with national competent authorities in connection with the implementation of supervisory activities;
- ✓ Participation in workshops, conferences and seminars organized by the national competent authorities.

Priority 7. Implementation of a consistent policy and management of processes in the non-banking financial sector in connection with the introduction of the euro in the Republic of Bulgaria

In connection with the membership of the Republic of Bulgaria in the Monetary Mechanism II (ERM II) and to the Banking Union, the FSC is committed to assisting the Ministry of Finance in the course of the procedure for introducing the euro with a target date of January 1, 2024.

Within this priority, the Commission aims to achieve the following objectives:

Objective 7.1. Preparation for revaluation by the issuers of the financial instruments that are traded on the trading places

The accomplishment of this objective will be achieved by:

- ✓ Active interaction and cooperation with the competent Bulgarian and European institutions in connection with the successful preparation of the Republic of Bulgaria for the introduction of the euro;
- ✓ Fulfillment of the commitments of the FSC and the supervised entities related to the process of adopting the euro in the draft Action Plan for the National Plan for the introduction of the euro, upon their adoption;
- ✓ Following up on the improvement of the supervision of the non-banking financial sector

after joining ERM II by building on already implemented measures and reforms in the field of this sector;

- ✓ Active involvement in the work of the interdepartmental groups formed for the implementation of the measures targeted by the government;
- ✓ Carrying out a targeted information and communication campaign regarding the adoption of the euro and active communication with the issuers of financial instruments;
- ✓ Organization of simulated submission of financial accounting and supervisory information to the FSC in order to promptly identify and eliminate potential problems. and eliminate.

Objective 7.2. Adaptation of the clearing and settlement system and the registers kept by "Central Depository" AD in connection with the currency conversion process

- ✓ The accomplishment of this objective will be achieved by:
- ✓ Preventive examination and discussion with the management of "Central Depository" AD of the steps to adapt the clearing and settlement system and the registers kept by the national central depository of securities in connection with the conversion process;
- ✓ Review of the by-laws regulating the activities of "Central Depository" AD and taking necessary actions to adopt changes related to the transition to the euro as a legal tender.

Objective 7.3. Preparation and updating of the systems of the "Bulgarian Stock Exchange" AD and multilateral trading systems in connection with the currency conversion process

The accomplishment of this objective will be achieved by:

- ✓ Preliminary discussion with the management of the "Bulgarian Stock Exchange" AD and other operators of trading places on the necessary actions to update the systems of the trading places and their synchronization with the process of currency conversion by the issuers of financial instruments;
- ✓ Organizing trading sessions in a simulation environment with a view to pre-diagnosing potential problems in trading systems.

Objective 7.4. Providing the necessary information and working closely with stakeholders regarding the adoption of the euro and its impact on the non-banking financial sector

The accomplishment of this objective will be achieved by:

- ✓ Regular publication of information on the necessary actions in order to support the implementation of the process of switching to the euro as a legal tender;
- ✓ Conducting meetings and round tables with stakeholders and clarifying issues regarding the conversion process;
- ✓ Adaptation of IT systems to work with the euro;
- ✓ Preparation of test reports and references for supervisory purposes in Euro.

Priority 8. Supporting the process of building a more favorable business environment for small and medium enterprises and ensuring access to financing

Small and medium-sized enterprises are an important source of stability, innovation and competitiveness in financial markets, and ensuring access to finance is vital for them. To support the process of raising capital from these enterprises, the FSC will implement the following objectives:

- ✓ Implementation of the main activities set out in the National Strategy for Small and Medium Enterprises (SMEs) in Bulgaria 2021 - 2027;
- ✓ Establishing close cooperation with the operators of the growth markets, in order to ensure their development as an important factor for financing the activities of small and medium enterprises;
- ✓ Development of crowdfunding platforms which enable financing innovative projects developed by small and medium enterprises.

Priority 9. Stimulating the development of financial innovations in the non-banking financial sector

In order to ensure the fulfillment of the objectives set by the European Commission for the Member States, as well as to reflect the development process of the financial technology industry (FinTech), the FSC will monitor the development of FinTech, assess the possible risks of their implementation, as well as taking the potential actions and

measures with a view to overcoming the risks and extracting maximum benefits from the growing interest in financial innovative products and/or technologies at the service of the user in compliance with the regulatory requirements. In this regard, the FSC adopted a Strategy for monitoring financial innovations (FinTech) in the non-banking financial sector 2021-2024, which outlines the European actions to introduce a new regulatory framework for the development of financial innovations and measures to establish the need for amendments in national legislation, governing the status of financial innovations and companies providing such services and/or products to the non-banking financial sector.

Within this priority, the Commission aims to achieve the following objectives:

Objective 9.1. Monitoring and control of risks arising from integration of financial innovation

The accomplishment of this objective will be achieved by:

- ✓ Improving the awareness and expanding the knowledge and literacy of the public about new products entering the market and the risks arising from them;
- ✓ Publication on the FSC website of information materials on the development of the regulation of financial innovations at European level;
- ✓ Holding consultations and market studies in order to obtain up-to-date information on the level of implementation of financial innovations.

Objective 9.2. Development of the innovation hub supporting the process of consultation with the entities supervised by the FSC and the financial innovation providers

The accomplishment of this objective will be achieved by:

- ✓ Encouraging communication with FSC supervised entities and other stakeholders (financial innovation providers), processing, analysis and consultation of received inquiries and proposals;
- ✓ Analysing the need to create an effectively functioning Sand box for testing and monitoring of new financial products and services;
- ✓ Establishment of an internal organizational process of communication in the FSC, in order to ensure the effective operation of the innovation centre or “Sand box”.

Priority 10. Maintaining effective and productive international cooperation

The main emphasis in the international activity of the FSC is the joint work and cooperation with the European Supervisory Authorities of the EU Member States, but also of the countries joining the EU, as well as with third countries. The Commission will continue its cooperation with these countries with an increased exchange of information and readiness to assist them in the process of accession to the EU.

The Financial Supervision Commission will actively participate in other international organizations that consider issues in the field of financial markets. Subject to the necessary conditions and international agreements for this, the FSC will exchange information with the relevant supervisory authorities from third countries that are not members of the EU.

The Financial Supervision Commission takes an active part in the preparations for the joining of the Republic of Bulgaria to the Organization for Economic Cooperation and Development (OECD).

Within this priority, the Commission aims to achieve the following objectives:

Objective 10.1. Close cooperation with the supervisory authorities of the EU candidate countries

The accomplishment of this objective will be achieved by:

- ✓ Maintaining active cooperation and information exchange with supervisory authorities of the EU candidate countries;
- ✓ Participation in conferences, seminars and round tables organized by the supervisory authorities of the EU candidate countries.

Objective 10.2. Furthering the activities for international cooperation and information exchange with third countries and international organizations

The accomplishment of this objective will be achieved by:

- ✓ Active participation in the process of Bulgaria's joining to the Organization for Economic Cooperation and Development (OECD) in compliance with the adopted Roadmap on the Activities by the Republic of Bulgaria towards joining to the OECD for the period 2021-2023;

- ✓ Participation in the forums of international organizations and information exchange within the working groups to them (the International Organization of Securities Commissions, the International Association of Insurance Supervisors, the International Organization of Pension Supervisors and others);
- ✓ Organization and participation in international conferences, seminars and round tables;
- ✓ Information exchange with the supervisory authorities of third countries.

Key Performance Indicators

To measure the achievement of the priorities in the current strategy, the following performance indicators have been formulated:

No.	Priority	Indicator
1	P-2	Compliance of the results of the analysis for determining the risk profile of the supervised entities with the following supervisory actions based on it
2	P-2	Maximum implementation of the annual supervisory plans
3	P-3	Relative share of current internal rules and documents
4	P-3	Reduction of arrears balance
5	P-3	Maximum implementation of the annual training plan for FSC employees
6	P-3	Employee satisfaction with the organization as an employer
7	P-4	Share of the administrative services at level 3 (requesting the service electronically - electronic submission of data and documents and / or electronic processing of forms (electronic forms) and electronic personal identification of users, execution of transactions involving online payment)
8	P-5	Share of innovative solutions aimed at increasing financial literacy
9	P-6	Relative share of the expressed positions, reflecting the interests and specifics of the Bulgarian financial markets
10	P-7	Share of prepared simulation reports in relation to the total number of supervised entities
11	P-8	Number of realised initiatives together with the trading venues and crowdfunding platforms to promote and optimize their activity
12	P-9	Share of supported proposals submitted through the innovation hub
13	P-10	Share of satisfied requests for information in the framework of international cooperation

Table I Results indicators

This strategy was adopted by a decision of the Financial Supervision Commission under Protocol No. 94 / 16.12.2021.