

Financial supervision commission provides an update to policyholders affected by the decision of the Bulgarian FSC to ban the provision of new and the extension of the term of existing cross-border products and services provided by DallBogg.

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 has reviewed the situation after 3 months to determine whether the ban should be lifted or extended.**

On 1 October 2025, **the FSC decided to issue a new ban on DallBogg, after it assessed that it did not meet the conditions for the restriction to be lifted and additional prudential concerns emerged.** FSC, as the home supervisory authority, is in close contact with DallBogg to ensure regulatory compliance and protect policyholders. All concerned National Competent Authorities are cooperating closely.

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) I live outside Bulgaria, and I have an insurance contract with DallBogg. How does this decision impact me?

- The existing contracts remain valid and DallBogg is obliged to process claims reported and to pay compensation that are due.
- If your contract ends in a period in which the ban is still active, it will not be possible to renew the current insurance contract. The automatic renewal, when in place, will be suspended and you need to seek a product sold by another insurance company.
- Follow the website of FSC and EIOPA for updates on the company's status, including whether and as of when the company may issue new contracts or renew existing ones. Please note that in order to maintain coverage, you may need to seek a product sold by another insurance company.
- 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](#).
- For consumers who bought a product whose premium is paid in instalments, if any instalment is due in a period on which the ban is still valid, please note that your contract remains valid and the instalment payment is still required.

- 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 during the period on which the ban is still valid must enter into a new contract with another insurance company.
- In case of need, policyholders are advised to seek professional advice from their insurer and/or intermediary, before making any decisions regarding their policies.

3) I live in Bulgaria, and I have an insurance contract with DallBogg. How does this impact me?

The FSC's decision does not affect you.

4) 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](#)

5) Who is supervising?

Bulgaria's Financial Supervision Commission, as the home supervisor, is the main responsible authority for overseeing DallBogg's activities. 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”) are also involved in supervising the company's cross-border business. 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.