

## Initial pre-contractual information for the end customer prior to insurance contract conclusion

**Last update:**  
January 2026

**Access level:**  
All users

### 1. Identification data of the Insurer::

AWP P&C S.A., BFT  
UIC: 202091075; VAT: BG202091075;  
Rep.: Florentina Costea  
Address: str. Srebarna 16, fl.8, Sofia 1407, Bulgaria  
T: +359 2 995 18 43 ; E: office.bg@allianz.com

AWP P&C S.A., branch Bulgaria is an insurance company registered in Bulgaria as a branch of a foreign trader under the regulation of "freedom of establishment"

Subject of activities in the following areas of Insurance:

- ✓ 1 Accident
- ✓ 2 Sickness
- ✓ 8 Fire and natural forces
- ✓ 9 Other damage to property
- ✓ 13 General liability
- ✓ 15 Suretyship
- ✓ 16 Miscellaneous financial loss
- ✓ 18 Assistance

Foreign Company: AWP P&C S.A.  
Legal form: JSC  
Subject: Insurance company  
Register: Trade court of Paris, France  
Registration Number: 519 490 080  
State: France, European Union

### 2. Details for claim filing and claim handling::

AWP P&C S.A., branch Bulgaria; 16, str. Srebarna, fl.8, Sofia 1407, Bulgaria  
T: +359 2 980 00 29; E: claims.bg@allianz.com; Working hours: 09:00 – 17:30

### 3. Details for filing a complaints, requests or recommendations to the Insurer:

AWP P&C S.A., branch Bulgaria; 16, str. Srebarna, fl.8, Sofia 1407, Bulgaria  
T: +359 2 980 00 29; E: claims.bg@allianz.com; Working hours: 09:00 – 17:30

### 4. Details for filing complaints against the Insurer:

Financial Supervision Commission; Str. „Budapeshta“ 16, Sofia 1000, Bulgaria  
T: 02 9404 999; E: delovodstvo@fsc.bg; Working hours: 09:00 – 17:30

All forms of out-of-court dispute resolution in the Republic of Bulgaria are also available to users of insurance services. In the event of an unresolved dispute with the Insurer, any user of insurance services may also refer to the Sectoral Conciliation Commission for consideration of disputes in the field of insurance and insurance mediation, by submitting a written application to the Commission for Consumer Protection ([www.kzp.bg](http://www.kzp.bg)) at the following addresses: Sofia 1000, Slaveykov Sq. No. 4A, T: 02/9330 588, E: [adr.ins@kzp.bg](mailto:adr.ins@kzp.bg).

### 5. Details regarding General Data Protection Regulation /GDPR/:

AWP P&C S.A., branch Bulgaria; E: [dataprotection.azpbg@allianz.com](mailto:dataprotection.azpbg@allianz.com)

**6. Details regarding solvency and financial information:**

Address: <https://www.allianz-assistance.bg/pravna-informacia.html>

**7. Providing advice on the insurance product:**

The Insurer, through its website and intermediaries, does not provide advice on the insurance product subject to the insurance contract

**8. Structure of the documents constituting the insurance contract:**

Each insurance contract of AWP P&C S.A., branch Bulgaria consists of the following integral parts:  
\* Insurance policy; Product description; General terms and conditions; Information document for the insurance product; Privacy notice.

**9. Remunerations:**

The remuneration of the Insurer's employees in connection with the insurance contract is labor remuneration. The remuneration of the insurance intermediaries is a commission fee included in the amount of the insurance premium.

**10. Applicable legislation in relation to the insurance contract:**

The applicable legislation related to the insurance contract is the legislation of the Republic of Bulgaria..