

INFORMATION

NOTICE REGARDING THE REPORTING OF ICT INCIDENTS BY CUSTOMERS AND CONTRACTORS OF "ZD EUROINS" AD

In connection with the requirements of Regulation (EU) 2022/2554 on digital operational resilience (DORA), "Euroins Insurance Company" AD ("ZD Euroins" AD/the Company) provides various channels for receiving signals, messages and information about incidents, related to information and communication technologies (ICT) used by the Company. In order to achieve adequate, effective and proportionate operational sustainability, the Company's Management provides the necessary tools to obtain timely information about incidents that have occurred.

According to the internal documents, the Company applies the following definitions:

- **„iCD incident“** means a single event or a series of related events that are not planned, threaten the security of network and information systems and have an adverse impact on the availability, authenticity, integrity or confidentiality of data, or on the services provided;
- **„security of network and information systems“** means the ability of network and information systems to withstand – with a given level of confidence- any event that may adversely affect the availability, authenticity, integrity or confidentiality of data stored transmitted or processed or of the associated with them services offered by these network and information systems or accessible through them;
- **„ICT risk“** means any normally identifiable circumstance in relation to the use of network and information systems that, if realized, could threaten the security of network and information systems, a technology-dependent tool or process, operations or the processes or provision of services by causing adverse effects in the digital or physical environment;
- **„cyber threat“** means any potential circumstance, event or action that may harm, disrupt or otherwise adversely affect networks and information systems, the users of such networks and systems and other persons;

What incidents should be reported?

- Any events in which a service interruption related to the Company's operations is established, regardless of its size and materiality.
- Significant events that lead to interruption of access to insurance services.
- Events, that cause or could potentially cause a data leak or breach of data security.
- Problems related to the security of the platforms used for communication and information processing.
- Others.

How to report an incident?

Please, send information in free text about the incident to the following email address: incidents@euroins.bg. It is necessary to indicate at least which service of the Company is affected by the incident (what you cannot or when using it you identify any anomaly from the usual work).

Additional information may also be requested from the Company's counterparties in the process of identifying, managing, documenting, monitoring and dealing with incidents.

When to report to us?



Quick, timely and accurate information is essential to the Company, which is why sending information as soon as possible or immediately after it occurs or is established is important to us and to the operational sustainability of the financial sector as a whole.

We value your assistance in maintaining the operational resilience and security of our services.

Sincerely,
The team of ZD Euroins AD