AXIOM
ЗАСТРАХОВАТЕЛНА КОМПАНИЯ

Dear Mr. Pakuts,

Thank you for your follow-up enquiry. We are providing the current working information as at 29.10.2026, distinguishing between claims submitted, preliminary assessments and compensation amounts finally admitted.

1. Number of claim files and affected persons

The working register records 287 separate cases. These include both individual and group claims submitted by travellers, as well as separate claims submitted by commercial companies. Accordingly, this figure does not represent the number of tourists or of persons definitively established as entitled to compensation.

Verification of the individual travellers, representation in group claims and any overlap between separate submissions is ongoing. Therefore, as at the indicated reporting date, we are not providing a final count of unique affected tourists or a separate confirmed number of persons from Hungary.

2. Value of claims

As at the same date:

– the total quantified amount of claims submitted is **546 544,46 euros**;
– the working amount preliminarily identified as potentially relevant for examination under the insurance policy is **197 621,39 euros**.

The first amount also includes commercial receivables claimed, whose relevance to the insurance cover has not been established. It does not represent the aggregate amount of substantiated losses incurred by tourists.

The second amount is a preliminary indicator for the purposes of the assessment. It does not mean that the respective amounts have been conclusively substantiated by documents, admitted as covered or approved for payment. A final aggregate amount of admitted and covered losses has not been established, as it remains subject to further determination.

3. Significance of 25 October and subsequent steps

In the public announcement of 8 October, the date of **25.10.2026 was designated as an organisational date** for the initial overall examination of claims. It was not announced as the date for completing all individual assessments or commencing payments and does not constitute a preclusive deadline for affected persons.

Additional documents and clarifications continue to be received and must be cross-checked against the documents already available, the services performed and any refunds made.

As at the indicated reporting date, no final decisions on individual claims have been recorded in the working register. A separate accounting reconciliation is required to establish the number and value of payments actually made; the absence of a recorded decision in this register is not presented, in itself, as evidence that no payments have been made.

No final percentage of claims to be satisfied or confirmed payment schedule has been determined. A ratio calculated by dividing the limit stated in the policy of **125 000 leva** (equivalent to **63 911,49 euros**) by the total amount claimed or the preliminary working amount should not be presented as an established percentage of compensation.

4. The Hungarian branch and the declared turnover

The questions raised require a comparison of the specific register entry, the tour operator's notifications, the documents evidencing payments received, and the documentation relating to the conclusion and administration of the insurance policy.

At this stage, we are not providing any finding supported by documentary evidence regarding the date or content of any notification to the insurer concerning the specific registration, or regarding the inclusion of the relevant receipts in the declared turnover. This should not be interpreted as confirmation that no notification was made or that the receipts were excluded.

5. Communication with the competent authorities

On 29.10.2026, it was confirmed that an additional enquiry had been sent to the Financial Supervision Commission, requesting methodological guidance on the examination and proportional allocation of claims in the event that the sum insured is insufficient.

The mere submission of the enquiry does not constitute an opinion or approval by the supervisory authority of any specific allocation. In this reply, we do not confirm any new correspondence with Hungarian authorities concerning the specific matters relating to the branch.

When publishing, please indicate the date of the information cut-off and the preliminary nature of the working figures, distinguishing them from compensation amounts finally admitted and paid.