

## Questions and Answers

### 1. Who is Novis and what has happened?

NOVIS was established as a life insurance undertaking in Slovakia in 2014 under the supervision of the Národná banka Slovenska (NBS). Besides its home market Slovakia, NOVIS pursued life insurance activities through freedom of establishment in Austria, Czechia, and Germany, and through freedom to provide services in Finland, Hungary, Iceland, Italy, Lithuania, Poland, and Sweden.

NBS has withdrawn the authorisation from NOVIS for reasons of non-compliance with the Solvency II rules regarding capital requirements, risk management and in relation to changes of terms and conditions of insurance contracts.

### 2. I am a policyholder and have a contract with NOVIS. What should I do now?

You should refer to the terms and conditions of your policy before making any decision. Please bear in mind that you may have to pay a penalty if you cancel your insurance contract.

You can also contact the responsible national supervisory authority listed in your insurance contract or the intermediary who sold you your policy. The intermediary can provide you with the relevant information in relation to your insurance contract.

### 3. Who should I contact?

Consumers who have concluded contracts for NOVIS products should contact the insurance undertaking or the insurance intermediary they bought the product from for more information and guidance.

National competent authorities are responsible for the direct supervision of insurance companies and consumer protection. Accordingly, policyholders in Slovakia and in other countries can contact the National Bank of Slovakia (Národná banka Slovenska – NBS) who is the home national competent authority in this case.

Slovakia: [NBS -Narodna Banka Slovenska: info@nbs.sk](mailto:info@nbs.sk)

National competent authorities where NOVIS pursued business can also be contacted for information. The contact details can be found here:

Austria: FMA - [Finanzmarktaufsicht Österreich](#)

Czechia: CNB - [Česká národní banka](#)

Germany: [BaFin - Bei der BaFin beschweren](#), [BaFin - Verbrauchertelefon](#)

Finland: [FIN-FSA - Finanssivalonta](#)

Hungary: [MNB- Magyar Nemzeti Bank](#)

Iceland: [Seðlabanki Íslands \(sedlabanki.is\)](http://sedlabanki.is)

Italy: [IVASS - Istituto per la Vigilanza sulle Assicurazioni](#)

Lithuania: [Lietuvos Bankas](#)

Poland: [KNF- Komisja Nadzoru Finansowego](#)

Sweden: [Finansinspektionen](#)