Article 23

General Supervisory Powers

(Articles 34 and 35 of Directive 2009/138/EC)

1. Regarding insurance and reinsurance activities, the supervisory authority shall exercise supervision on a prudential, remedial and repressive basis. The supervisory authority may take all the appropriate and necessary measures, on the one hand, so as the activities of insurance and reinsurance undertakings to be in agreement with the laws, regulations and administrative provisions in force in Greece and other Member States and, on the other hand, to avoid or eliminate any irregularity that would harm the interests of the insured. Regarding the activity of insurance and reinsurance intermediation, the supervisory authority shall supervise compliance with the legislation on insurance and reinsurance intermediation, especially in regard to the keeping and contents of a register by intermediary category. The supervisory authority shall lay down specific requirements concerning the internal organisation of insurance or reinsurance intermediaries, as well as the submission and contents of financial statements or other financial and other necessary information for the exercise of supervision.
2. In the context of exercising supervision, the supervisory authority may carry out, in accordance with the principle of proportionality, general or specific, on-site or off-site inspections of insurance and reinsurance undertakings and supervised natural or legal persons.
3. The supervisory authority, when exercising its supervisory powers, through its appointed bodies:

(a) shall have access to any document, book or other record in any form, for the whole of the business activities inside and outside Greece that are held either in the supervised insurance undertakings or in other undertakings or organisations, e.g. custodians, and may receive a copy thereof, even if it contains simple or sensitive personal data as defined in Law 2472/1997 (Government Gazette A 50);

(b) may ask for information from any person or public authority;

(c) may require the discontinuance of the sale of a particular insurance product or the discontinuance of any activity or practice that is against this law, the European insurance legislation or decisions taken by authority thereof;

(d) may temporarily ban, for a period of time that may not exceed five (5) years, persons from continuing to perform or take up the duties referred to in Article 31 hereof in one or more insurance and reinsurance undertakings;

(e) may obtain any information from external experts, e.g. actuaries and auditors of insurance and reinsurance undertakings, and assign verifications, studies or surveys to chartered accountants, actuaries and other experts;

(f) may obtain any information regarding contracts which are held by intermediaries or have been entered into with third parties;

(g) in addition to the information referred to in paragraph 2 hereof, inspections may also be carried out at:

(ga) any natural or legal person that does not fall within the scope of this law but either exercises functions outsourced by an insurance or reinsurance undertaking under the provisions in Article 37 hereof, or is a third party with which an insurance or reinsurance undertaking has carried out a transaction the control of which is necessary for the implementation of the provisions hereof;

(gb) any other natural or legal person, but only in the context of the implementation of the provisions of the current insurance legislation and if the inspection cannot be achieved through the insurance or reinsurance undertaking.

5. When inspections are conducted by the supervisory authority or by the competent authorities of other Member States, by virtue of this law and the applicable legislation on the exercise of supervision in general, the investigated persons shall have no right to rely on the confidentiality of bank deposits or the legislation on the protection of personal data or any other confidentiality against the competent authorities or the persons authorised to carry out the inspection.

Article 24
Information to be provided for supervisory purposes
(Article 35 of Directive 2009/138/EC,
paragraph 7 of Article 2 of Directive 2014/51/EU)

1. Insurance and reinsurance undertakings shall submit to the supervisory authority the information which is necessary for the purposes of supervision and undertakings shall have no right to rely on any confidentiality against the supervisory authority. The information shall comprise the following:
(a) qualitative or quantitative data, or any appropriate combination thereof;
(b) historic, current or prospective data, or any appropriate combination thereof;
(c) data from internal or external sources, or any appropriate combination thereof.
2. The information referred to in paragraph 1 shall comply with the following principles:
(a) it must reflect the nature, scale and complexity of the business of the undertaking concerned, and in particular the risks inherent in that business;
(b) it must be accessible, complete in all material respects, comparable and consistent over time; and
(c) it must be relevant, reliable and comprehensible.
3. Insurance and reinsurance undertakings shall have appropriate systems and structures in place to fulfil the requirements laid down in paragraphs 1 and 2 hereof as well as a written policy, approved by the board of directors, ensuring the ongoing appropriateness of the information submitted.

Article 115
Conditions for branch establishment
(Articles 145 and 146 of Directive 2009/138/EC)

1. A Greek insurance undertaking that proposes to establish a branch within the territory of another Member State shall notify the Greek supervisory authority of its intention, providing the following information and documents:
(a) the Member State within the territory of which it proposes to establish a branch;
(b) a scheme of operations setting out, at least, the types of business envisaged and the structural organisation of the branch;
(c) the name of a person who possesses sufficient powers to bind, in relation to third parties, and to represent it in relations with the authorities and courts and out of courts (the "authorised agent");
(d) the address in the host Member State from which documents may be obtained and to which they may be delivered, including all communications to the authorised agent;
(e) where a non-life insurance undertaking intends its branch to cover risks in class 10 "Motor vehicle liability insurance", not including carrier's liability, it shall produce a declaration of registration at the International Bureau of Insurance and the National Guarantee Fund of the host Member State.
2. In the event of a change in any of the particulars communicated under point (b), (c) or (d) of paragraph 1 hereof, an insurance undertaking shall give written notice of the change to the supervisory authority and to the supervisory authority of the home Member State where that branch is situated at least one month before making the change so that the supervisory authorities may fulfil their respective obligations under Article 116 hereof.
3. An insurance undertaking situated in another Member State may establish a branch in Greece if the supervisory authority of the home Member State notifies the Greek supervisory authority of the following information and documents:
(a) its scheme of operations, setting out the types of business envisaged and the structural organisation of the branch;
(b) a power of attorney appointing the authorised agent, within the meaning of Article 261 hereof, who shall have sufficient power to bind, in relation to third parties, the insurance undertaking and in the case of Lloyd's, the underwriters concerned, and to represent it or them before the Greek authorities and the courts. If the authorised agent is a legal person, it shall appoint a natural person to represent it. With regard to Lloyd's, in the event of any litigation in the host Member State arising out of underwritten commitments, the insured persons shall not be treated less favourably than if the litigation had been brought against businesses of a conventional type;
(c) address in Greece from which documents may be obtained and to which they may be delivered, including all communications to the authorised agent;
(d) in the event that the insurance undertaking is to pursue in Greece class 10 "Motor vehicle liability insurance", excluding carrier's liability, a certificate of its registration at the International Bureau of Insurance and the Auxiliary Fund;
(e) certification that the insurance undertaking covers the Solvency Capital Requirement and the Minimum Capital Requirement, as defined in Articles 100 and 129 of Directive 2009/138/EC.
4. In the event of a change in any of the particulars communicated under point (b), (c) or (d) of paragraph 3 hereof, an insurance undertaking shall give written notice of the change to the Greek supervisory authority and the supervisory authority of the home Member State at least one month

before making the change so that the supervisory authorities may fulfil their respective obligations under Article 116 hereof.

5. The Greek supervisory authority shall notify the supervisory authority of the home Member State of the Greek legal provisions protecting the general good, if necessary. The above notification shall be made within a deadline of two months of receipt of the information referred to in paragraph 3 hereof.

   The branch shall start business as from the date upon which the Greek supervisory authority has received from the supervisory authority of the home Member State the information referred to in the first subparagraph hereof and, in any event, on expiry of the two-month period.

6. The supervisory authority shall keep a register of insurance and reinsurance undertakings' branches which are situated in other Member States. The public shall have access to this register, which shall contain information concerning the insurance risks or classes or reinsurance activities pursued by every European undertaking. The register shall be updated within a reasonable time from the occurrence of any change.

Article 116
Communication of information
(Article 146 of Directive 2009/138/EC)

1. The supervisory authority shall send, within three months from receiving all the information referred to in paragraph 1 of article 115 hereof, this information to the supervisory authorities of the host Member State while notifying the applicant undertaking, unless, taking into account the planned operations, the supervisory authority has reasons to contest the adequacy of the governance system or the financial situation of the insurance undertaking or the fulfilment of the legal obligation under Article 31 hereof to ensure the authorised agent's fitness and propriety.
   In addition to those referred to in the preceding subparagraph, the supervisory authority shall also attest to the competent authorities of the host Member State that the insurance undertaking covers the Solvency Capital Requirement and the Minimum Capital Requirement calculated in accordance with Articles 76 and 102 hereof.
2. The supervisory authority shall notify the insurance undertaking, within the time limit referred to in the preceding paragraph, of any decision not to communicate the relevant information referred to in paragraph 1 to the competent authorities of the host Member State. The decision should be reasoned.
   Such a refusal or failure to act shall be subject to review by the Supreme Administrative Court and to legal remedies before the courts in Greece.
3. The supervisory authority shall notify the insurance undertaking of any legal provisions protecting the general good in the host Member State, provided that this information is communicated by the competent supervisor of the branch, within a deadline of two months of receiving the information referred to in paragraph 1.
4. The insurance undertaking may establish the branch and start business as from the date upon which the supervisory authority has received such a communication referred to in paragraph 3 hereof or, if no communication is received, on expiry of the two-month period provided for in paragraph 3 hereof.

Section 2
Freedom to provide services by insurance undertakings
Subsection 1
General provisions

Article 117
Prior notification to the home Member State
(Article 147 of Directive 2009/138/EC)

1. In order for an insurance undertaking to pursue business in Greece under the freedom to provide services, the supervisory authority shall first receive:

(a) from the supervisory authority of the home Member State of the insurance undertaking concerned, the name of the undertaking and the address of its headquarters, as well as the following supporting documents and information:

(aa) a certificate attesting that the insurance undertaking covers the Solvency Capital Requirement and Minimum Capital Requirement calculated in accordance with Articles 100 and 129 of Directive 2009/138/EC;

(ab) the classes of insurance which the insurance undertaking has been authorised to offer;

(ac) the nature of the risks or commitments which the insurance undertaking proposes to cover in Greece;

(b) from the insurance undertaking concerned, if it is to pursue in Greece class 10 "Motor vehicle liability insurance", excluding carrier's liability, the following documents:

(ba) a power of attorney appointing the representative referred to in Article 120 hereof;

(bb) a statement of registration of the insurance undertaking at the International Bureau of Insurance and the Auxiliary Fund.

2. The insurance undertaking may start business as from the date upon which it receives from the home supervisory authority the communication provided for in the first subparagraph of paragraph 1 hereof.
3. The supervisory authority shall maintain a register under the freedom to provide insurance services. The public shall have access to this register, which shall contain information concerning the insurance risks or classes pursued by every European undertaking. The register shall be updated within a reasonable time from the occurrence of any change.
4. In addition, as long as it is necessary, the supervisory authority may communicate in writing to the insurance undertaking the conditions under which, in the interest of the public good, it shall exercise its activities in Greece.

Article 118
Notification to the Supervisory Authority
and a host Member State
(Article 148 of Directive 2009/138/EC)

1. Any Greek insurance undertaking that intends to pursue business for the first time in one or more Member States under the freedom to provide services shall first notify the supervisory authority, indicating the nature of the risks or commitments it proposes to cover.
2. Within one month of the notification provided in the preceding notification, the supervisory authority shall communicate to all the competent supervisory authorities of the host Member State the following:

(a) a certificate attesting that the insurance undertaking covers the Solvency Capital Requirement and Minimum Capital Requirement calculated in accordance with Articles 76 and 102 hereof;

(b) the classes of insurance which the insurance undertaking has been authorised to offer;

(c) the nature of the risks or commitments which the insurance undertaking proposes to cover in the host Member State.

At the same time, the supervisory authority shall inform the insurance undertaking concerned of that communication.

3. The insurance undertaking may start business as from the date on which it is informed by the supervisory authority of the communication provided for in paragraph 2 above.
4. Where the supervisory authority does not communicate the information referred to in paragraph 2 hereof within the period laid down in paragraph 2 hereof, it shall state the reasons for its refusal to the insurance undertaking within that same period.

   Such a refusal or failure to act shall be subject to review by the Supreme Administrative Court and legal remedies before the courts in Greece.

Article 119
Changes in the nature of the risks or commitments
(Article 149 of Directive 2009/138/EC,
paragraph 38 of Article 2 of Directive 2014/51/EU)

Any change which an insurance undertaking intends to make to the information referred to in Article 117 hereof shall be subject to the procedure provided for in Articles 117 and 118 hereof.

Article 120

Compulsory insurance on third party motor vehicle liability, non-discrimination of persons pursuing claims and representative

(Articles 150, 151 and 152 of Directive 2009/138/EC)

1. Where an insurance undertaking, through an establishment situated in another Member State, covers a risk, under the freedom to provide services, classified under class 10 “insurance on third party motor vehicle liability”, excluding carrier's liability, in Greece, that undertaking shall become a member of the International Bureau of Insurance and the Auxiliary Fund and pay the subscription fees provided by Law 489/1976 (Government Gazette A 331).
2. The financial contribution referred to in the above paragraph shall be made only in relation to risks classified under class 10 “insurance on third party motor vehicle liability”, excluding carrier's liability, covered by way of provision of services. That contribution shall be calculated on the same basis as for non-life insurance undertakings covering those risks, through an establishment situated in Greece.
3. An insurance undertaking covering risks classified under class 10 “insurance on third party motor vehicle liability” under the freedom to provide services in Greece shall comply with the provisions of Law 489/1976 (Government Gazette A 331) and the regulatory acts issued by authority thereof related to the protection of the claimant following a motor accident in Greece.
4. For the above-mentioned purposes, the insurance undertaking covering a risk classified under class 10 “insurance on third party motor vehicle liability” under the freedom to provide services in Greece shall appoint a representative, whether a natural or legal person, resident or established in Greece, who shall collect all necessary information in relation to claims, and shall possess sufficient powers to represent the undertaking in relation to persons suffering damage who could pursue claims, including the payment of such claims, and to represent it or, where necessary, to have it represented before the courts and authorities of Greece in relation to those claims.

   That representative shall represent the insurance undertaking before the supervisory authority and other authorities of Greece with regard to checking the existence and validity of motor vehicle liability insurance policies.

   The designation of a representative shall not constitute an appointment of an authorised agent, within the meaning of the Article 261 hereof, or shall not in itself constitute the opening of a branch, within the meaning of the Article 115 hereof, or the establishment of the insurance undertaking, within the meaning of paragraph 11 of the Article 3 hereof.

   6. Where the insurance undertaking has failed to appoint a representative, Greece may give its approval to the claims representative appointed in accordance with Article 4 of Directive 2000/26/EC, as transposed by Article 4 of Presidential Decree 10/2003 (Government Gazette A7), to assume the function of the representative referred to above.

Article 145
Applicable law
(Article 178 of Directive 2009/138/EC)

1. Regarding the law applicable to insurance policies where the Member State in which the risk is situated or the Member State of the commitment is Greece, as well as insurance policies covering major risks within the meaning of paragraph 27 of Article 3 hereof and issued by an insurance undertaking registered in Greece, the provisions of Directive (EC) 593/2008 shall apply.
2. Greek law shall govern compulsory insurance contracts entered into under the Greek law on compulsory insurance.
   Insurance undertakings in Greece that take on, through a branch or under the freedom to provide services, risks or commitments subject to compulsory insurance under Greek law shall be subject to the same obligations as apply also to insurance undertakings situated in Greece, in particular as regards the obligation to issue an insurance policy or an insurance certificate and the legal content thereof; any notification of the general and special conditions of insurance contracts and insurance certificates or certificates of risk coverage issued by them; the communication of any cessation of such insurance or coverage; as well as the implementation of the applicable specific legislation on compulsory insurance.

Article 146
Related obligations – Compulsory insurance
(Article 179 of Directive 2009/138/EC)

1. The insurance contract shall only be delivered to the insured or the beneficiary of the insurance after the payment of the premium due or the first instalment of the partial payment, when the insurance cover begins. Payment of the insurance premiums is made either directly to the insurance or reinsurance undertaking, to an insurance or reinsurance intermediary or to another agent authorised to collect insurance premiums. Insurance and reinsurance intermediaries, as well as agents shall pay to the insurance and reinsurance undertaking the sum of the premiums they receive from the insured on their behalf, no later than on the last working day of the calendar week in which the relevant receipts were carried out. The premium payment referred to in the preceding subparagraph shall be effected by a deposit to a bank account held by the undertaking.
2. An insurance undertaking operating in Greece and concluding compulsory non-life insurance contracts, save as otherwise provided for in specific legislation, shall issue to the insured or any public authority, upon request, an insurance certificate including a declaration by the insurance undertaking to the effect that the contract complies with the specific provisions relating to that insurance.

Article 147
General good
(Article 180 of Directive 2009/138/EC)

1. The supervisory authority may prohibit an insurance or reinsurance undertaking authorised under the conditions set out in Articles 7, 10, 11 hereof or an insurance or reinsurance undertaking based in another Member State that is active in Greece either under the right of establishment or under the freedom to provide services, or a branch of an insurance or reinsurance undertaking of a third country, to conclude insurance or reinsurance contracts if the conclusion of such contracts is in conflict with legal provisions protecting the general good in the Member State in which the risk is situated or in the Member State of the commitment.
2. Insurance and reinsurance undertakings which are based in other Member States and pursue business in Greece either through branches or through provision of services without establishment, and branches of third-country insurance or reinsurance undertakings are authorised to provide insurance in Greece in the same way as in their home country, as long as they do not violate the provisions of insurance, banking, stock exchange and consumer legislation that are intended to protect policyholders, in particular consumers, or other legal provisions protecting the general good.
3. A decision of the supervisory authority, published in the Government Gazette, may determine which of the existing rules of insurance law are rules that aim at protecting the general good, and specify the methods of calculation, the minimum redemption values and arrangements regarding paid-up insurance contracts.

Article 148
Conditions of insurance contracts and scales of premiums – Non-life insurance
(Article 181 of Directive 2009/138/EC)

1. Every non-life insurance undertaking operating in Greece, either through establishment or under the freedom to provide services, shall freely determine its scale of premiums according to its own technical and economic needs.
2. The general and special terms of insurance and reinsurance contracts, scales of premiums, technical data used by non-life insurance undertakings for the calculation of premiums and technical provisions, and any other documents that the undertaking uses in the provision of insurance shall not be subject to prior approval or systemic notification to any administrative authority.
3. By way of derogation from the provisions of paragraph 2 hereof:

(a) Data on scales of premiums and premium increases may only be communicated to the supervisory authority, upon its decision, issued under this article, published in the Government Gazette and expressly stating that the notification is made only in the context of general price-controls. The decision shall identify the other competent administrative authorities that can receive the relevant information in the context of their responsibilities regarding general price-controls, and shall specify the form, time of provision and, in general, any technical matter and necessary detail concerning the provision of the above information and the implementation of this article.

Any provision imposing or resulting in the introduction of prior notification or approval of proposed premium increases by any administrative authority shall be repealed upon the entry into force of the present law.

(b) The supervisory authority, in the context of its supervisory duties, shall request any information from non-life insurance undertakings, including general and special terms, and others forms for the sole purpose of controlling compliance of the undertaking with the applicable legislation.

Article 149
Life insurance
(Article 182 of Directive 2009/138/EC)

1. Every life insurance undertaking operating in Greece, either through establishment or under the freedom to provide services, shall freely determine its scale of premiums according to its own technical and economic needs.
2. The general and special terms of insurance and reinsurance contracts, scales of premiums, technical data used by insurance and reinsurance undertakings for the calculation of premiums and technical provisions and any other documents that the undertaking uses in the provision of insurance shall not be subject to prior approval or systemic notification any administrative authority.

Article 150

General Information for non-life insurance policy holders

(Article 183 of Directive 2009/138/EC)

1. Where the risk is situated in Greece and the holder of a non-life insurance policy is a natural person, before the contract is concluded the non-life insurance undertaking shall inform the policy holder of the following:

(a) the law applicable to the contract, where the parties do not have a free choice;

(b) the fact that the parties are free to choose the law applicable and the law the insurer proposes to choose;

(c) the undertaking's arrangements for handling complaints, as well as the time needed, including the possibility of appealing to a complaints body, without prejudice to the right of the policy holder to take legal proceedings.

2. All necessary information communicated to the insured prior to the conclusion of the contract, as well as the insurance contracts themselves, shall be drawn up in Greek, when insurance is compulsory or the following conditions are met:

(a) the law applicable to the contract is the Greek one;

(b) major risks, within the meaning of paragraph 27 of Article 3 hereof, are not covered.

Article 151

Additional information in the case of non-life insurance offered under the right of establishment or the freedom to provide services

(Article 184 of Directive 2009/138/EC)

1. Where non-life insurance is offered under the right of establishment or the freedom to provide services by insurance undertakings registered in another Member State, and does not concern the coverage of major risks within the meaning of paragraph 27 of Article 23 hereof, the policy holder shall, before any commitment is entered into, be informed of the Member State in which the head office or, where appropriate, the branch with which the contract is to be concluded is situated.
   This information shall also be provided in any other document issued to the policy holder.
2. The contract or any other document granting cover, together with the insurance proposal, where it is binding upon the policy holder, shall state the address of the head office or, where appropriate, of the branch of the non-life insurance undertaking which grants the cover, as well as the name and address of the representative of the non-life insurance undertaking referred to in Article 120 (4) hereof.

Article 152
Information for life insurance policy holders
(Article 185 of Directive 2009/138/EC)

1. Before the life insurance contract is concluded, the following information shall be communicated to the policy holder, in printed or electronic form:

(a) Undertaking's data:

(aa) the name of the undertaking and its legal form;

(ab) the name of the Member State in which the head office and, where appropriate, the branch concluding the contract is situated;

(ac) the address of the head office and, where appropriate, of the branch concluding the contract;

(ad) a concrete reference to the report on the solvency and financial condition as laid down in Article 38 hereof, allowing the policy holder easy access to this information;

(b) Information relating to the commitment:

(ba) the definition of each benefit and each option;

(bb) the term of the contract;

(bc) the means of terminating the contract;

(bd) the means of payment of premiums and duration of payments;

(be) the means of calculation and distribution of bonuses;

(bf) an indication of surrender and paid-up values and the extent to which they are guaranteed;

(bg) information on the premiums for each benefit, both main benefits and supplementary benefits, where appropriate;

(bh) for unit-linked policies, the definition of the units to which the benefits are linked;

(bi) an indication of the nature of the underlying assets for unit-linked policies;

(bj) arrangements for application of the cooling-off period;

(bk) general information on the tax arrangements applicable to the type of policy;

(bl) the arrangements for handling complaints concerning contracts by policy holders, lives assured or beneficiaries under contracts including, where appropriate, the existence of a complaints body, without prejudice to the right to take legal proceedings;

(bn) the law applicable to the contract where the parties do not have a free choice or, where the parties are free to choose the law applicable, the law the life insurance undertaking proposes to choose.

2. In addition, specific information shall be supplied in order to provide a proper understanding of the risks underlying the contract which are assumed by the policy holder.

3. The insurer shall inform the policy holder annually in writing on the level of profit participation. The policy holder shall be kept informed throughout the term of the contract of any change concerning the following information:

(a) the policy conditions, both general and special;

(b) the name of the life insurance undertaking, its legal form or the address of its head office and, where appropriate, of the branch which concluded the contract;

(c) all the information listed in points (bd) to (bi) of paragraph 1(b) hereof in the event of provision of supplementary or additional cover.

Where, in connection with an offer for or conclusion of a life insurance contract, the insurer provides figures relating to the amount of potential payments above and beyond the contractually agreed payments, the insurer shall provide the policy holder with a specimen calculation whereby the potential maturity payment is set out applying the basis for the premium calculation using three different rates of interest. This shall not apply to term insurances and contracts. The insurer shall inform the policy holder in a clear and comprehensible manner that the specimen calculation is only a model of computation based on notional assumptions, and that the policy holder shall not derive any contractual claims from the specimen calculation.

In the case of insurances with profit participation, the insurer shall inform the policy holder annually in writing of the status of the claims of the policy holder, incorporating the profit participation. Furthermore, where the insurer has provided figures about the potential future development of the profit participation, the insurer shall inform the policy holder of differences between the actual development and the initial data.

4. The information referred to in paragraphs 1 to 3 hereof shall be provided in a clear and accurate manner, in writing, in Greek language.
   However, such information may be in another language if the policy holder so requests or the policy holder is free to choose the applicable law.
5. The supervisory authority may require life insurance undertakings operating either under the right of establishment or the freedom to provide services to furnish information in addition to that listed in paragraphs 1 to 3 hereof only if it is necessary for a proper understanding by the policy holder of the essential elements of the commitment.

Article 153
Cancellation period of life insurance
(Article 186 of Directive 2009/138/EC)

Member States shall provide for policy holders who conclude individual life insurance contracts to have a period of thirty (30) days from the time when they were informed that the contract had been concluded within which to cancel the contract.

The giving of notice of cancellation by the policy holders shall have the effect of releasing them from any future obligation arising from the contract.

The insurance undertaking, in this case, is entitled to deduct for the main insurance one (1) monthly premium and 1/12 of the annual premium for supplementary cover.

The above provisions shall not apply to contracts with a term of six (6) months or less, as well as contracts where, due to the status of the policyholder or circumstances under which the contract was concluded, the policy holder does not need special protection.

Article 154
Non-life insurance policy conditions
(Article 187 of Directive 2009/138/EC)

General and special policy conditions shall not include any conditions intended to meet, in an individual case, the particular circumstances of the risk to be covered.

Article 255
Representative

1. The representative appointed in accordance with Article 14 (1) (g) and Article 130 (1) hereof shall be selected by the insurance undertaking, may act on behalf of one or more insurance undertakings and shall be fluent in the official languages of the State in which he/she has been appointed. The representative shall have his/her residence or establishment in the Member State where he/she has been appointed, shall have sufficient powers to represent the insurance undertaking in relation to injured parties domiciled in that Member State who have suffered damage as a result of accidents caused in other Member States by motor vehicles that are normally stationed in Greece or another Member State and are insured by insurance undertakings established in Greece, which he/she represents, so that he/she may fully satisfy their claims.
2. The mandatory appointment of a representative shall under no circumstances restrict the right of the injured party or his/her insurer to turn against the person responsible for the accident or his/her insurer.
3. The duties of the above representative are to collect, with regard to the relevant claims, all the necessary information for the settlement of the damage and take the necessary measures to negotiate the settlement of damage. He shall possess sufficient powers to represent the undertaking in relation to persons suffering damage who could pursue claims, including the payment of such claims, and to represent it or, where necessary, to have it represented before the courts and authorities of that Member State in relation to those claims.
4. The representative shall, within three (3) months of receiving a claim from the injured party:

(a) submit a reasoned compensation offer where liability is not contested and the damage has been assessed;

(b) submit a reasoned reply to the points in the claim where liability is contested or has not yet been clearly verified or the damage is not fully assessed.

In case of breach of the above, sanctions shall be imposed as provided for in Article 38 (2) of Law 489/76 (Government Gazette A 331).

5. The appointment of a representative shall not constitute appointment of an authorised agent, within the meaning of Article 261 hereof, nor shall it constitute establishment of a branch, within the meaning of Article 115 hereof, or establishment of the insurance undertaking, within the meaning of paragraph 11 of Article 3 hereof.

Article 259
Experts

1. Experts appointed by insurance undertakings for the assessment of damage and the determination of the compensation due shall communicate a copy of the report to the injured party.
   The insurance undertaking shall inform, within fifteen (15) days from the submission of the expert report, the beneficiary of any compensation under general and specific terms of the relevant insurance contract, whether it accepts such report or not, unless in the meantime an amicable settlement is reached.
2. Where the compensation determined by the experts is accepted by the insurance undertaking and the beneficiary, the insurance undertaking shall forthwith pay it to the beneficiary.

Article 261
Authorised agent

1. The authorised agent, as defined in Article 115 hereof, shall be domiciled in Greece and shall represent the undertaking before all authorities, both in court and out of court, and in its relations with the state.
   The appointment of two authorised agents by the same undertaking, with powers over a certain part of the Greek territory or in relation to the pursuit of a certain class of insurance, shall not be allowed.
2. The authorised agent shall be liable as if he/she were a member of the Board of Directors of an insurance undertaking based in Greece.
3. In the lack or absence of an authorised agent, all process shall be served upon the Registrar of the Court of First Instance of the district where the undertaking is situated.
4. In the event of an authorised agent's dismissal by the undertaking, the dismissal shall take effect from the date of communication of the relevant written declaration to the supervisory authority.
5. The undertaking shall appoint an authorised agent within two (2) months from the post becoming vacant.
6. The supervisory authority, by a decision published in the Government Gazette, may require the signing of every policy by the authorised agent of every undertaking or other specific persons.