INSURANCE
STATE SUPERVISION
SERVICE OF GEORGIA

2025

ANNUAL REPORT

CHAIRMAN'S FOREWORD

Dear Readers,

I am pleased to present the Annual Report of the Insurance State Supervision Service of Georgia (ISSSG) for the year 2025.

The insurance sector in Georgia continues to demonstrate stable and dynamic growth. Over the past decade, market volume has doubled twice. Gross written premiums increased from GEL 360 million in 2015 to GEL 667 million in 2020 and exceeded GEL 1.4 billion in 2025, representing year-on-year growth of 12%.

As of year-end 2025, the insurance market in Georgia comprised 19 insurance companies and 26 registered insurance brokers. Health insurance remained the largest line of business, accounting for 43% of total market premiums, followed by Motor Casco insurance at 21%. Health insurance coverage extended to 21% of the population, while 8% of registered motor vehicles were insured. The asset structure of insurers remained sound, with a predominance of high-quality liquid components.

IN 2025, THE ISSSG FOCUSED BOTH ON ADDRESSING CURRENT CHALLENGES EFFECTIVELY AND ON ADVANCING LONG-TERM INSTITUTIONAL AND REGULATORY REFORMS.

Significant work was undertaken to ensure implementation of the Law of Georgia on Voluntary Private Pension, resulting in the adoption of new regulations governing the third-pillar pension system. During the reporting period, the ISSSG also issued, for the first time in Georgia, a license for voluntary private pension activities.

Throughout the reporting period, the ISSSG continued to strengthen the regulatory framework for the insurance sector while also promoting international integration and the exchange of professional experience. As in previous years, our initiatives were directed toward enhancing market stability, transparency, and consumer protection. To mitigate foreign exchange risk and support the larization process, amendments were introduced to the relevant by-law requiring at least 50% of the minimum capital to be maintained in Georgian Lari. In addition, the ISSSG adopted a new by-law on the General Principles of Ethics and Minimum Standards of Professional Conduct for Insurers, which is mandatory from 2026. This framework is grounded in international best practice and standards applied in developed insurance markets.

In 2025, active progress also continued in the harmonization of insurance legislation with the Solvency II Directive, thereby supporting the transition toward risk-based regulatory framework.

The ISSSG also maintained active cooperation, in both multilateral and bilateral formats, with leading international organisations and peer institutions, including:

- the International Association of Insurance Supervisors (IAIS)
- the International Organisation of Pension Supervisors (IOPS)
- the European Insurance and Occupational Pensions Authority (EIOPA)
- the National Association of Insurance Commissioners (NAIC)
- the Eastern European Risk and Insurance Association (EERIA)

Of particular note during the reporting period was the organisation, with the support of the ISSSG, of three major international conferences in Georgia. These events served as important platforms for the exchange of international experience, the deepening of professional dialogue among supervisory and market institutions, and the strengthening of risk-based supervisory approaches.

The year 2025 was particularly significant in the area of consumer protection. The number of applications and complaints increased by 60%, reflecting greater public awareness of consumer rights, increased confidence in available protection mechanisms, and more active use of those mechanisms. The ISSSG remains committed to ensuring that consumer rights are fully protected within insurance relationships and to further strengthening the sector through effective supervision so that insurers are able to meet their financial obligations to policyholders and beneficiaries in full and on time.

I would like to express my sincere gratitude to the Government of Georgia, the Parliament of Georgia, and the Supervisory Board of the ISSSG for their support, engagement and cooperation. I also extend my appreciation to our counterpart institutions, the insurance industry, the academic community, independent experts, and our international partner organisations.

CHAIRMAN OF INSURANCE STATE
SUPERVISION SERVICE OF GEORGIA

DAVID ONOPRISHVILI

CONTENT

LICENSING AND REGISTRATION IN THE INSURANCE SECTOR

As of 2025, **19 insurance companies** are licensed in Georgia, holding licenses for life insurance and non-life insurance activities.

JSC INSURANCE COMPANY IMEDI L	JSC INSURANCE COMPANY GPI HOLDING	JSC INSURANCE COMPANY CARTU
JSC INTERNATIONAL INSURANCE COMPANY IRAO	JSC INSURANCE COMPANY AUTOGRAPH	JSC INSURANCE COMPANY ALPHA
JSC INSURANCE COMPANY EUROINS GEORGIA	JSC INSURANCE COMPANY WIZER	JSC INSURANCE COMPANY UNISON
JSC INSURANCE COMPANY PRIME	JSC INSURANCE COMPANY TAO	JSC GREEN INSURANCE GEORGIA
JSC TBC INSURANCE	JSC INSURANCE COMPANY ALDAGI	JSC RISK MANAGEMENT AND INSURANCE COMPANY GLOBAL BENEFITS GEORGIA
JSC INSURANCE GROUP OF GEORGIA	JSC BB INSURANCE	JSC NEW VISION INSURANCE
	JSC ARDI INSURANCE	

ASSESSMENT OF COMPLIANCE OF INSURERS' ADMINISTRATORS AND OTHER AUTHORIZED PERSONS

Pursuant to the Law of Georgia on Insurance, and for the purpose of assessing compliance with the fit and proper requirements established thereunder, the ISSSG reviewed the documentation submitted in connection with the preliminary assessment and approval of candidates for insurer administrators (members of the supervisory board, independent members of the supervisory board, and executive officers), as well as candidates for internal auditor positions, in respect of 27 individuals.

As a result of the assessment of the submitted documentation/information, approval was denied to 3 candidates due to identified non-compliance, including: 1 independent supervisory board member; 2 managers.

VOLUNTARY PRIVATE PENSION ACTIVITIES

Throughout 2025, significant efforts were undertaken to ensure compliance with the obligations established under the new Law of Georgia on Voluntary Private Pension.

Following the adoption of the Law of Georgia on Voluntary Private Pension by the Parliament of Georgia on 28 June 2023, new regulations governing the third-pillar pension system entered into force.

In addition to the powers provided under the Law of Georgia on Insurance, the aforementioned law further clarified and expanded the ISSSG's supervisory function with respect to the voluntary private pension system.

In terms of supervision of the voluntary private pension system, the Law also introduced joint supervisory mechanisms involving the ISSSG and the National Bank of Georgia regarding asset management companies and specialized depositaries.

The objective of the Insurance State Supervision Service of Georgia is to ensure the existence of a financially sound and stable voluntary pension market in Georgia, which serves as a guarantee of a financially secure future for elderly citizens.

The founders of non-state pension schemes operating prior to the entry into force of the law were granted a transition period until 1 January 2026 to bring their activities into full compliance with the new requirements.

The aforementioned law also comprises 18 by-laws, which, together with the law itself, establish the comprehensive regulatory framework for the voluntary private pension system.

To ensure full compliance with legislative requirements and, at the same time, to protect the interests and rights of participants in existing pension schemes, coordinated cooperation among all entities involved in the implementation of the voluntary private pension system was significant.

Prior to the adoption of the new law, three non-state pension schemes were registered in Georgia, two of which had been established by insurance companies, while one scheme had been established by a non-insurance legal entity for its employees.

- JSC "Insurance Company Aldagi"
- JSC "Insurance Company GPI Holding"
- LLC "Sakhaeronavigatsia"

Bringing the activities of entities engaged in non-state pension provision and insurance into compliance with the new law involved a wide range of systemic and procedural changes, both with respect to the operating entities and their governing bodies, as well as the rules governing pension schemes.

PENSION COMPANY LICENSING PROCESS

Under the new regulatory framework established by law, non-insurance legal entities carring-out pension activities were required to obtain a license for voluntary private pension activity to continue their operations. Within this process, in June 2025, based on the relevant application submitted by LLC Sakaeronavigatsia, the ISSSG initiated the review and assessment of the license application of a new entity — LLC Sakaeronavigatsia Pension Company.

Considering the specific nature of the matter and within the scope of its authority provided by legislation, the ISSSG, together with the license application, reviewed and assessed:

- The ownership structure of the license applicant;
- Constituent documents;
- The system of governing bodies;
- Compliance of members of the governing bodies with fit and proper requirements, including qualification criteria, close links, and conflicts of interest;
- Compliance of the entity's capital with legislative requirements;
- The entity's operational plan covering the 24-month period following the commencement of operations.

On 27 October 2025, for the first time in Georgia, a voluntary private pension activity license was issued to LLC Sakaeronavigatsia Pension Company for the purpose of operating a private pension scheme for employees of LLC Sakaeronavigatsia, and the company was registered as an entity carrying out voluntary private pension activities.

The next stage of compliance with the requirements of the new law involved the revision and amendment of registered pension schemes and their respective scheme rules.

The new law introduced substantially different requirements and regulations regarding pension scheme rules, including with respect to main data, agreements to be concluded with participants, investment policy documents, and risk management policy documents.

As a condition for the registration of a pension scheme, the submission of agreements concluded with an asset manager and a specialized depository was required, as well as their review and assessment within the scope of the ISSSG's competence.

As of the end of 2025, voluntary private pension activities were carried out by three entities:

JSC Insurance Company Aldagi

JSC Insurance Company GPI Holding

LLC Sakaeronavigatsia Pension Company

THREE PENSION SCHEMES WERE REGISTERED:

Voluntary Private Individual Pension Scheme of JSC Insurance Company Aldagi;	Voluntary Private Individual Pension Scheme of JSC Insurance Company GPI Holding;	Voluntary Private Group Pension Scheme of LLC Sakaeronavigatsia (for employees of LLC Sakaeronavigatsia).

REGISTERED INSURANCE BROKERS

During the reporting period, the ISSSG reviewed the applications of two entities and registered them as insurance brokers:

LLC Insurance Broker BNC Group;

LLC Gebrokers Insurance Brokerage Company.

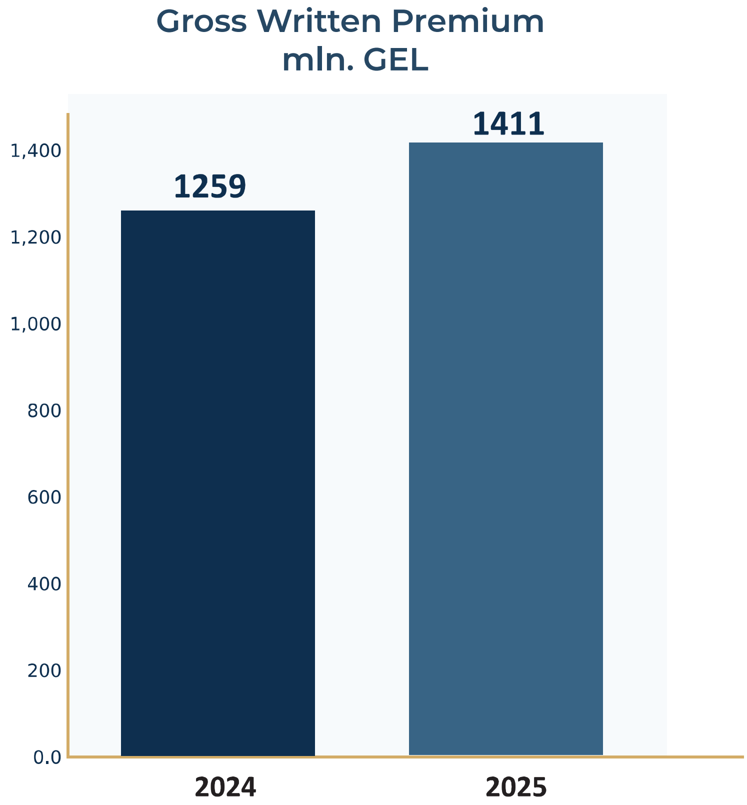
AS OF 2025, 26 INSURANCE BROKERS WERE ENGAGED IN INSURANCE INTERMEDIATION ACTIVITIES IN GEORGIA:

GreCo Georgia Insurance and Reinsurance Brokers LLC
Resolution Insurance Brokers Georgia LLC
Insurance Broker G.S. LLC
Georgian Reinsurance Brokers LLC
Insurance Broker Respect LLC
CIB Georgia Insurance Broker LLC
Insurance Broker Nikoloz Group LLC
Magnus Insurance Broker LLC
Insurance Brokerage Company IBC Georgia LLC
Insurance Broker Company Calma LLC
Insurance and Reinsurance Broker Arriba LLC
Insurance and Reinsurance Brokers House Georgia LLC
ACTON Insurance Broker LLC
Insurance Broker Brokers Hub LLC
Georgian Insurance Brokers GIB LLC
Branch of Foreign Enterprise Zaman Insurance & Reinsurance Broker Branch
Prioge Insurance and Reinsurance Brokers LLC
Insurance Broker Frani LLC
Insurance Broker Inforce LLC
Insurance Broker Volo LLC
Insurance Broker GeoTrust LLC
Deda Insurance Broker LLC
Insurance Broker TA LLC
Insurance Broker WeInsure LLC
Bience Group Insurance Broker LLC
Gebrokers Insurance Brokerage Company LLC

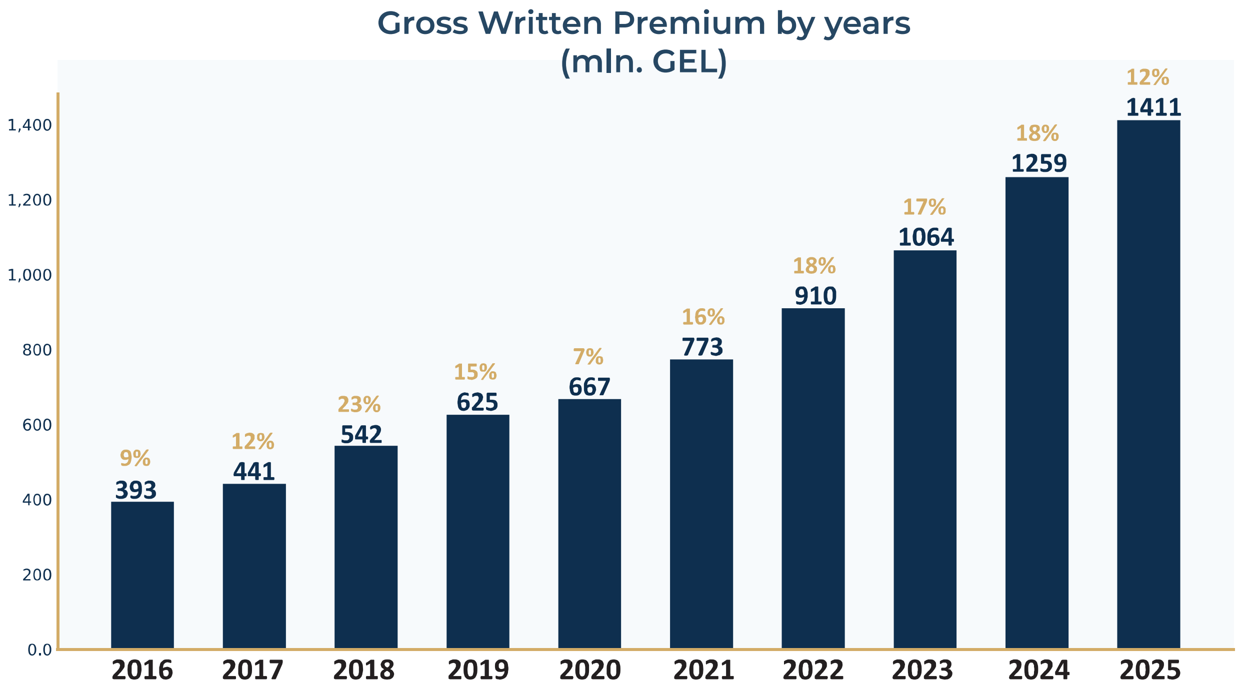
To ensure compliance with regulatory insurance limits and policy conditions, during the reporting period the ISSSG reviewed, at regular intervals, the updated professional indemnity insurance policies of all registered insurance brokers.

OVERVIEW OF INSURANCE MARKET

In 2025, the total Gross Written Premium generated by the insurance market from direct insurance activities amounted to GEL 1.4 billion, representing a 12% increase compared to the corresponding figure of the previous year.



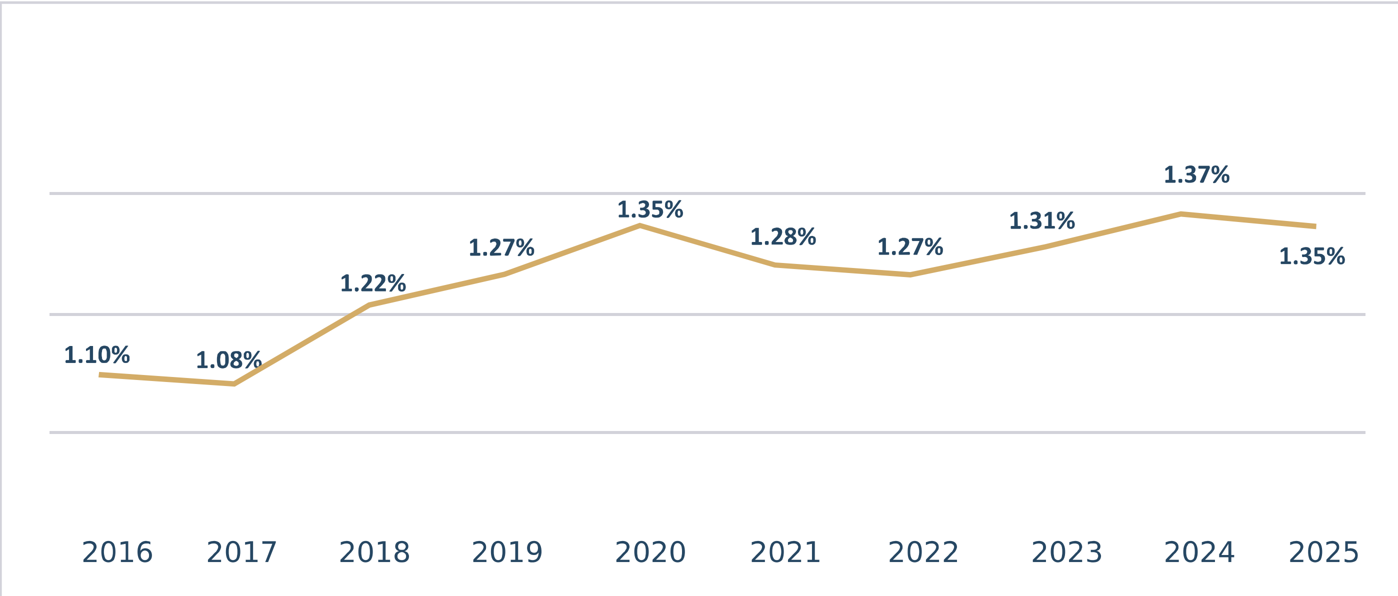
Over the past 10 years, the insurance market has demonstrated steady development. The overall market volume increased by 300%.



IN PARALLEL WITH ECONOMIC GROWTH, THE SHARE OF THE INSURANCE SECTOR IN GDP HAS REMAINED STABLE AT 1.35%.

This indicator remains below the levels observed in developed countries, primarily due to the absence of compulsory motor third-party liability insurance for owners of land motor vehicles. In addition, savings and endowment life insurance products have not yet been introduced, which are considered key segments in developed insurance markets.

Share of Insurance Sector in GDP



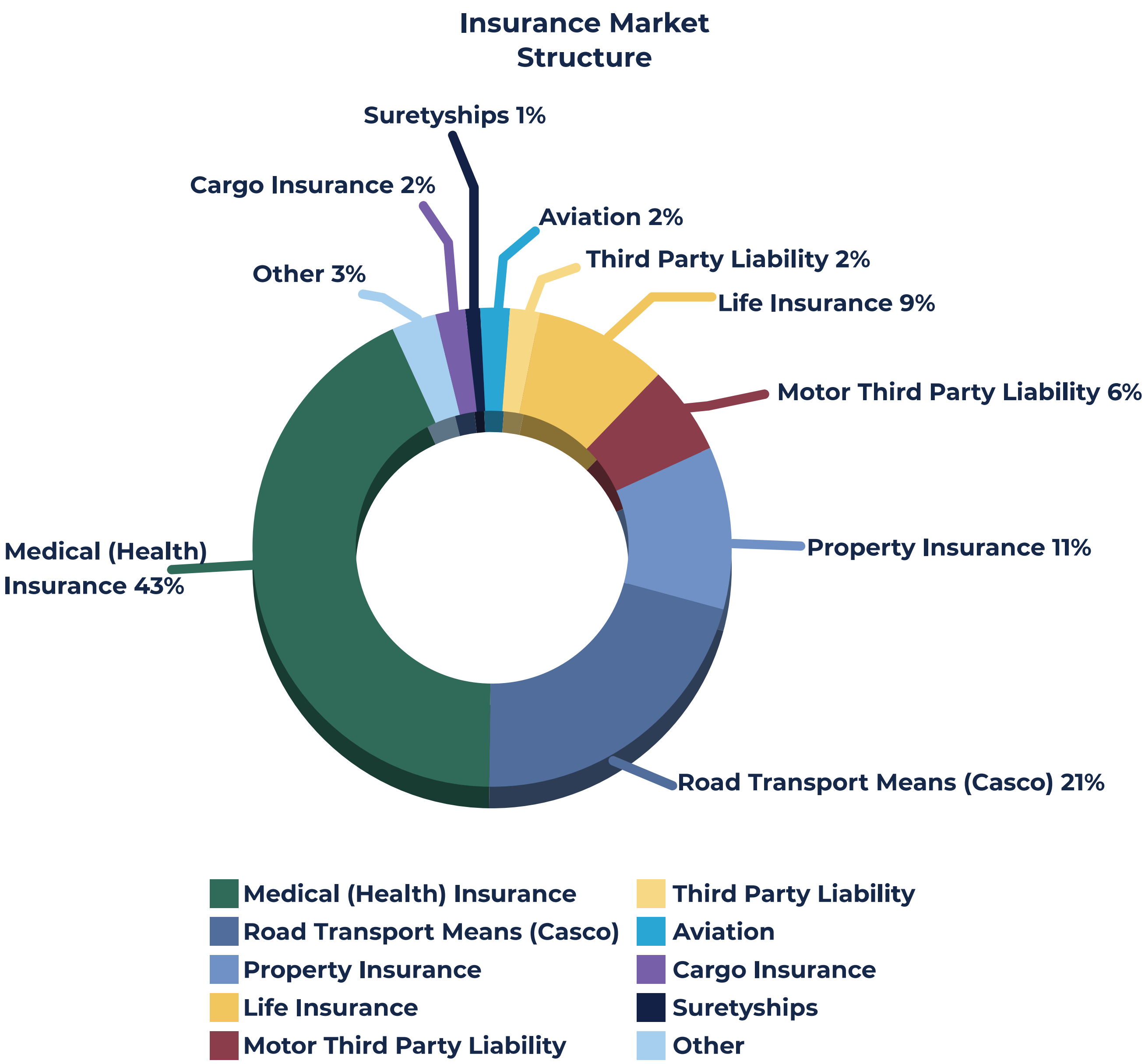
Insurance Market Structure

- Health insurance holds the largest share of the market at 43%.
- 21% of the population of Georgia is covered by health insurance.
- Motor Casco (Road Transport Means) insurance accounts for 21% of the market.
- 8% of registered motor vehicles in Georgia are insured.

The demand for medical (health) insurance and motor insurance is driven by the relatively high frequency of claims and consumers' preference for protection against the potential occurrence of significant losses with a high probability.

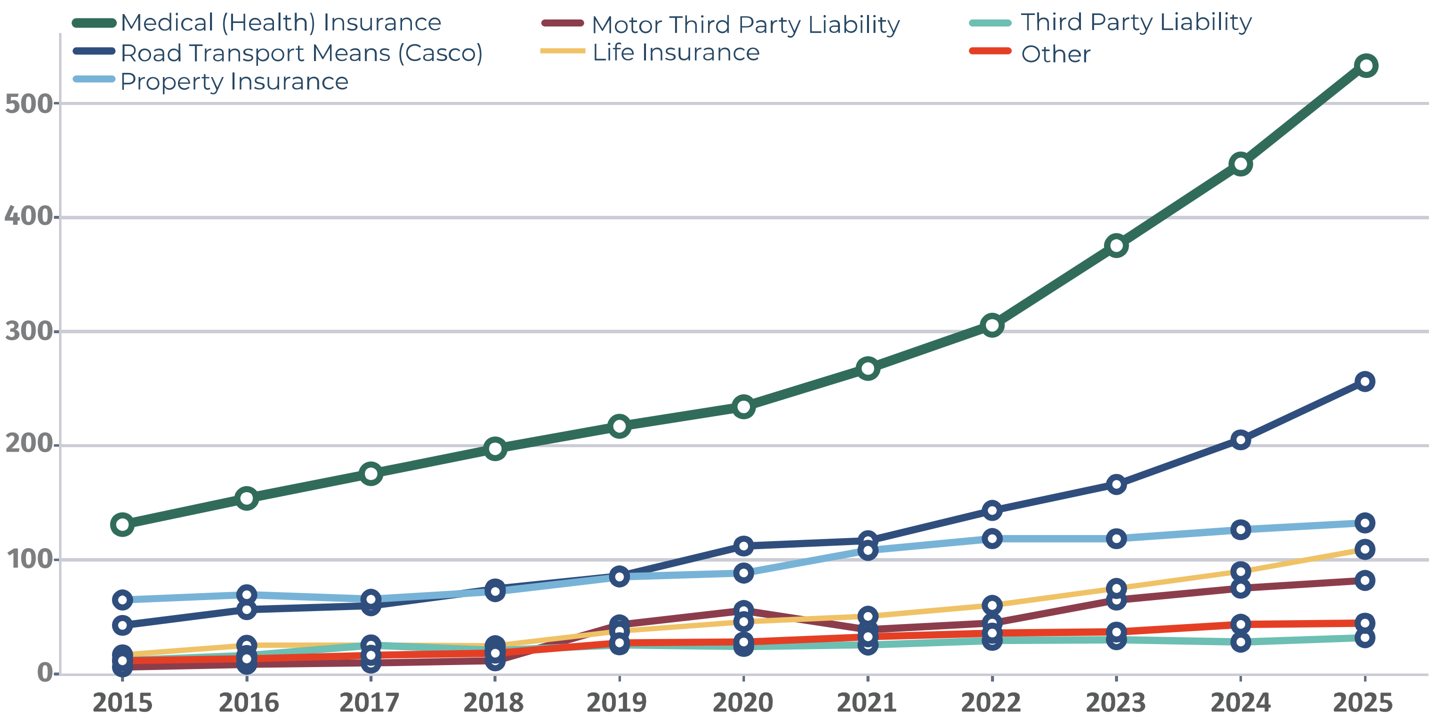
In the property insurance segment, demand is predominantly generated by the corporate sector, as investors and creditors require insurance coverage.

In the life insurance segment, the main source of sales is insurance products linked to bancassurance activities.



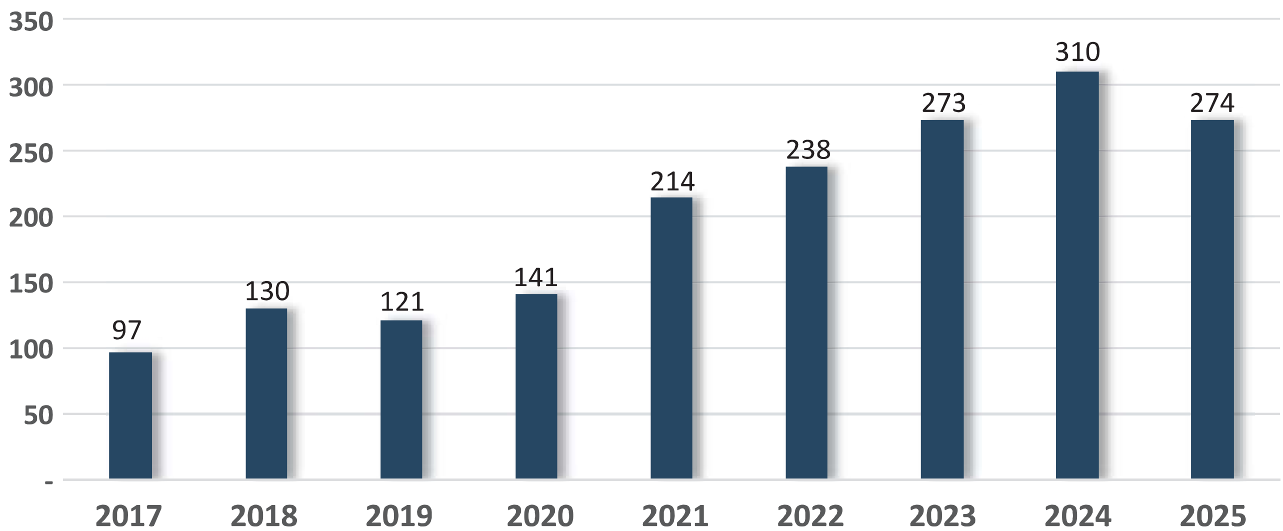
The chart below illustrates the year-on-year dynamics of GWP growth across different insurance lines. It highlights a positive growth trend in the two main segments — health insurance and motor insurance.

Written Premium Dynamics by Lines of Business (mln. GEL)



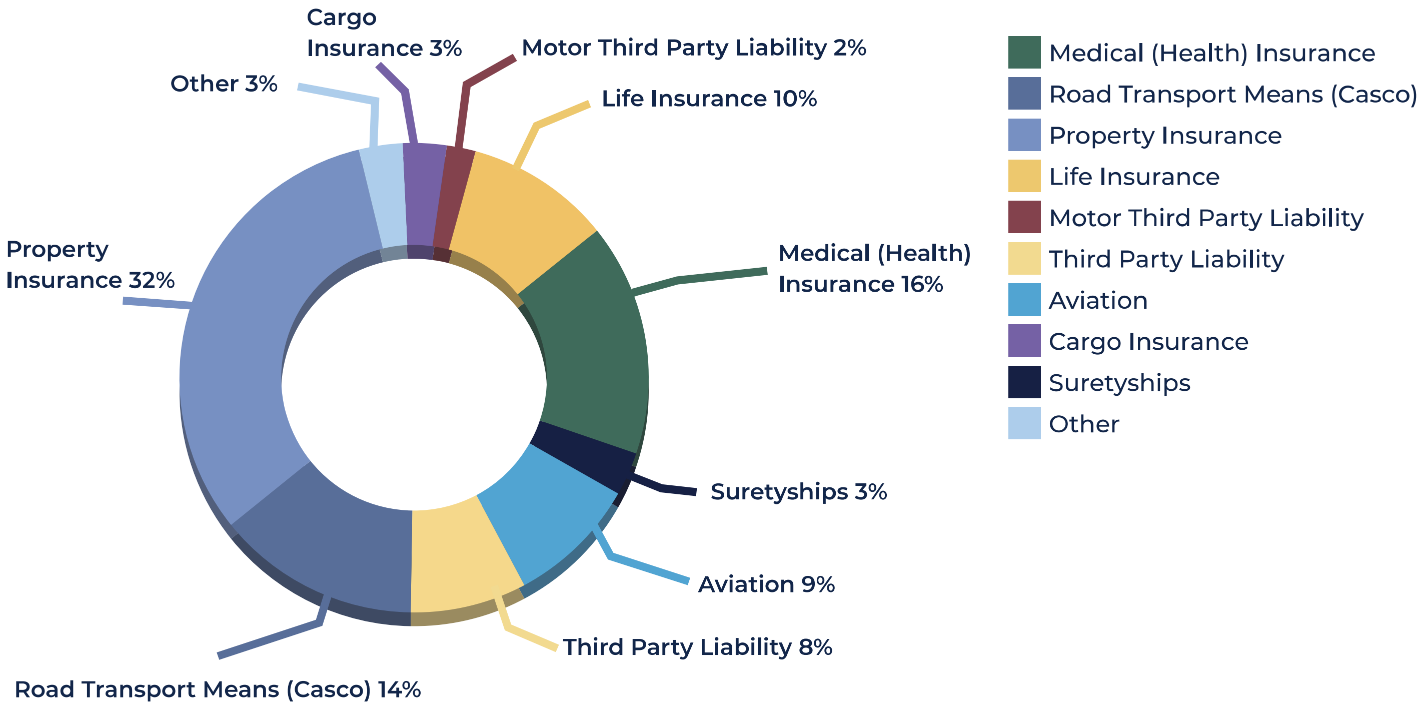
Reinsurance is an important part of insurance activity and a key instrument for risk diversification. In 2025, a decrease was observed only in the reinsurance of medical (health) risks. In this segment, insurers are increasingly retaining the risks, as pandemic-related and similar events are not expected under current assumptions. In other insurance lines, reinsurance activity remained stable and followed the overall growth dynamics of the respective segments.

Reinsurance Premium by Years (mln. GEL)



Through existing complex reinsurance agreements, insurers are able to underwrite risks of any capacity. As a result, the share of reinsurance in property insurance risks is higher compared to other insurance lines. Reinsurance also plays a significant role in aviation insurance, liability insurance, and suretyship insurance products (including guarantees).

Reinsurance Premium Share by Main Lines of Business

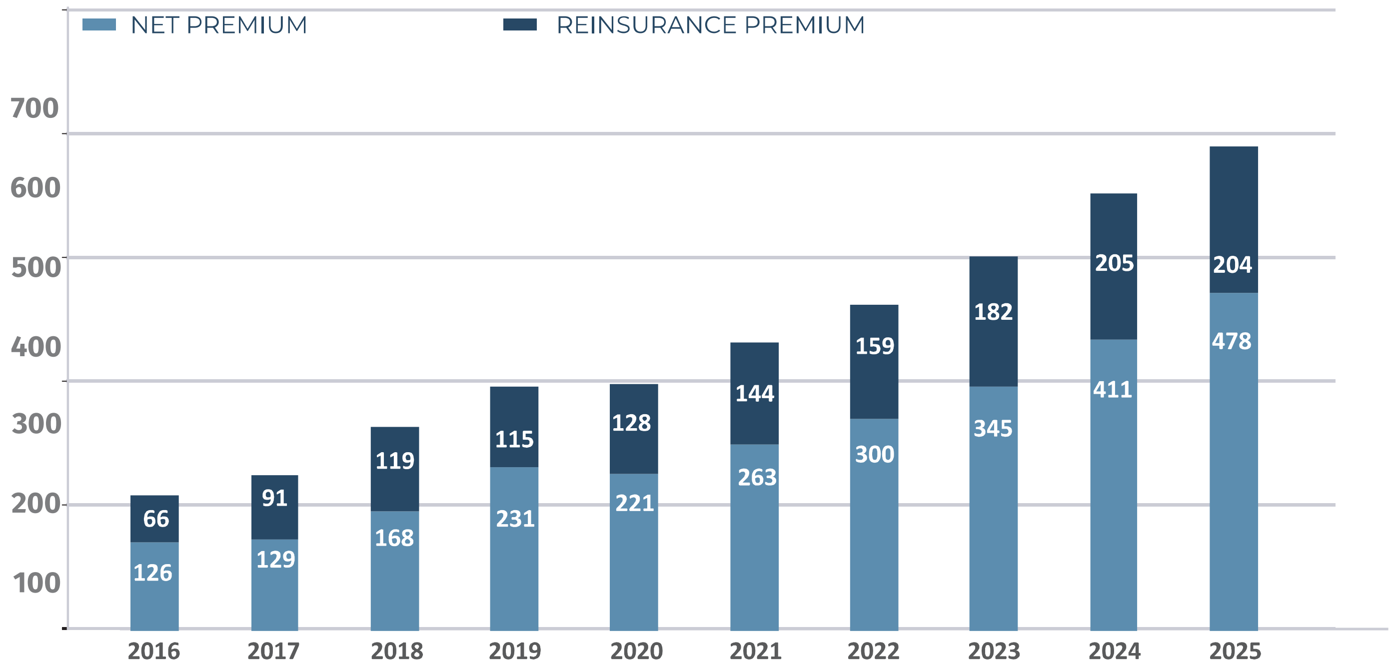


Lines of Business	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025
Medical (Health)	6%	0%	3%	0%	2%	20%	18%	17%	16%	7%
Road Transport Means (Casco)	3%	15%	26%	15%	10%	8%	12%	12%	13%	13%
Property	60%	58%	66%	58%	63%	64%	64%	66%	63%	55%
Motor Third Party Liability	7%	8%	10%	8%	3%	4%	5%	4%	4%	5%
Life	17%	12%	13%	12%	13%	13%	14%	20%	18%	20%
Third Party Liability	42%	53%	53%	53%	62%	63%	68%	69%	67%	68%
Aviation	75%	88%	90%	88%	98%	93%	92%	93%	95%	92%
Suretyship	54%	52%	62%	52%	61%	61%	67%	69%	71%	63%
Cargo	28%	34%	33%	34%	33%	30%	31%	37%	40%	42%
Other	21%	21%	17%	21%	32%	35%	29%	27%	22%	20%
Total	21%	22%	24%	19%	21%	28%	26%	26%	25%	19%

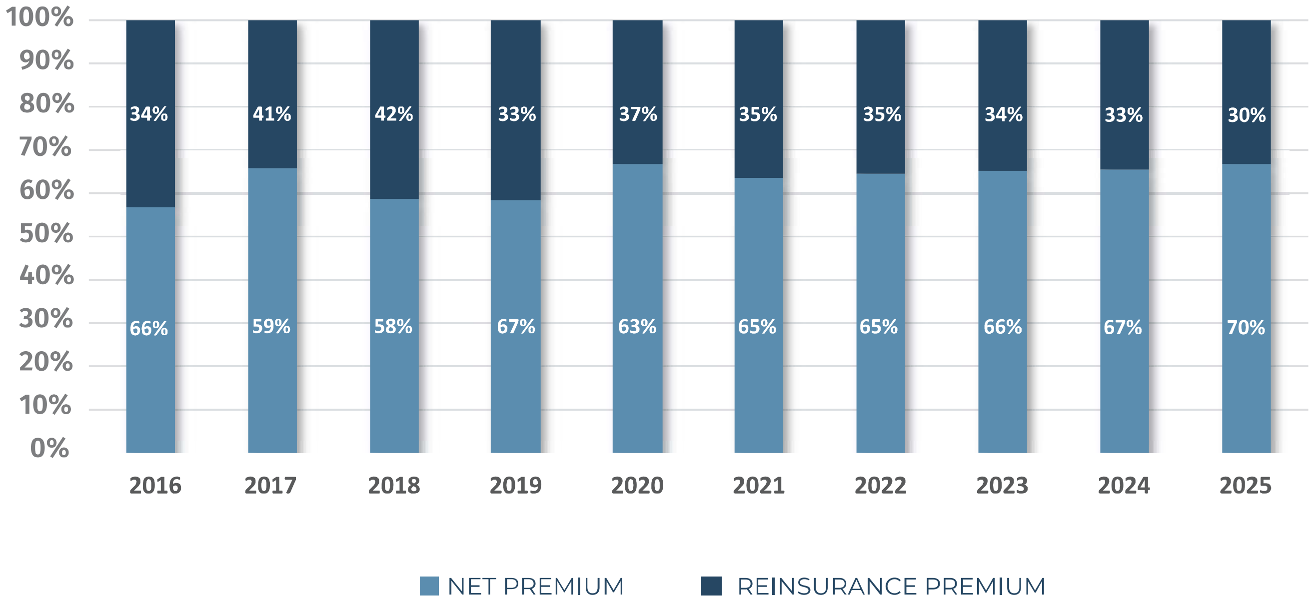
The table presents the ratio of reinsurance premiums to total gross written premiums across major insurance lines. It clearly identifies the segments in which reinsurance plays the most significant role.

The charts below illustrate the share of net premiums and reinsurance premiums in total gross written premiums, expressed in both absolute values and percentage terms, excluding health and life insurance lines. The exclusion of these two segments allows for a clearer analysis of the evolution of these ratios over the years.

Reinsurance Premium Share in GWP (mln.GEL)

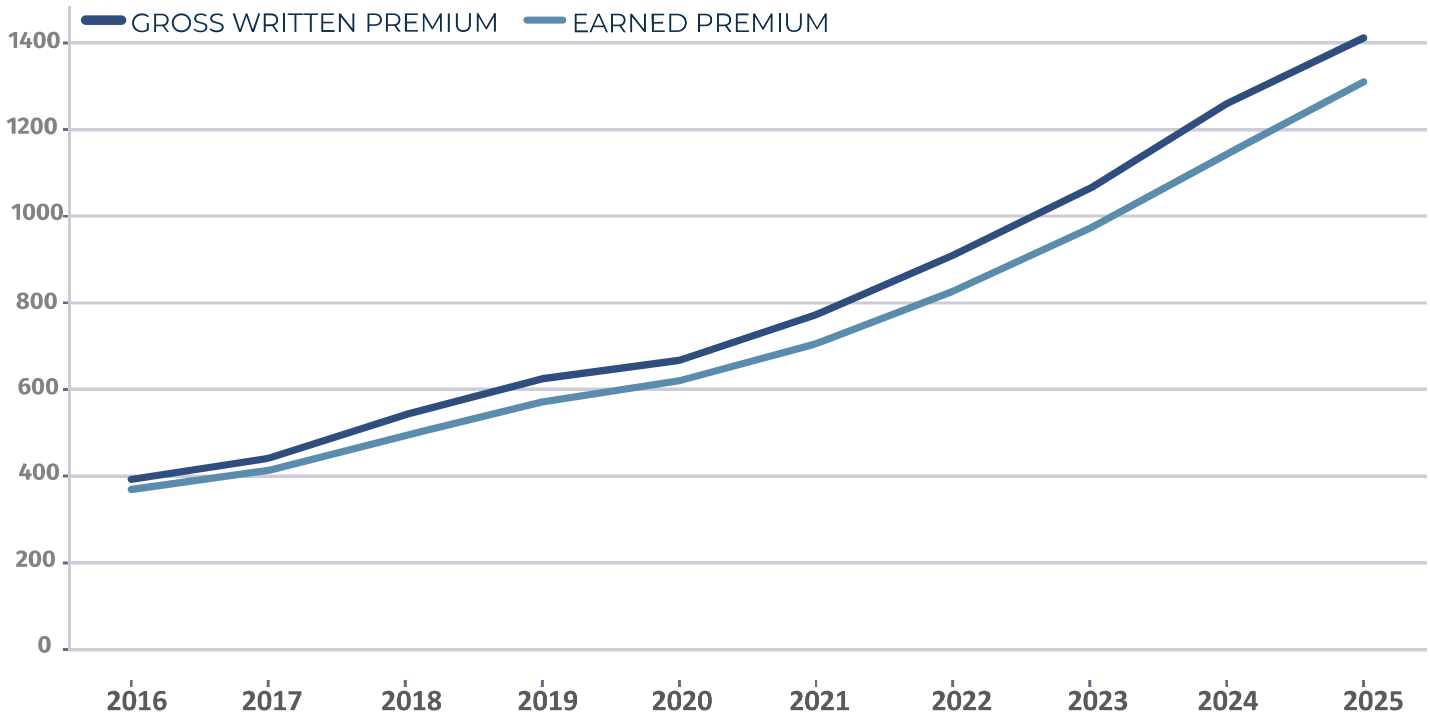


Reinsurance Premium Share in GWP (%)



Over the years, the steady growth and close alignment between gross written premiums and earned premiums indicates a high level of customer trust and a low rate of policy cancellations.

Earned Premium Growth Dynamics

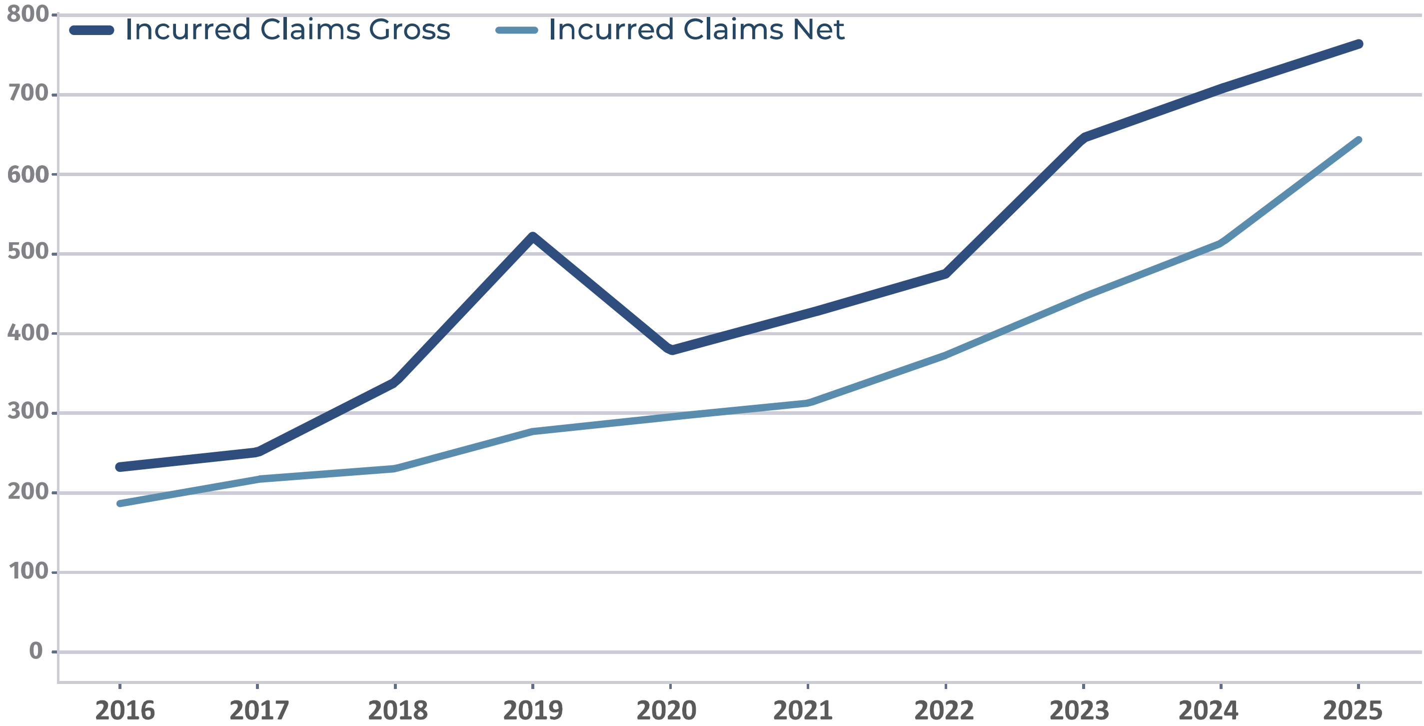


The ISSSG continuously monitors insurers' risk retention levels and the quality of reinsurance arrangements, which constitute one of the key prerequisites for systemic stability in the sector.

In the case of large-scale insurance claims, reinsurance plays a significant stabilizing role. Although such large loss events do not occur on an annual basis, their impact is substantial when they materialize.

Reinsurance reduces the claims burden on insurers and helps ensure the preservation of their financial resilience in the event of extreme occurrences. As a result, net incurred losses demonstrate a relatively stable dynamic. Accordingly, high-quality reinsurance arrangements represent a critical mechanism both for maintaining insurers' financial soundness and for protecting policyholders' interests.

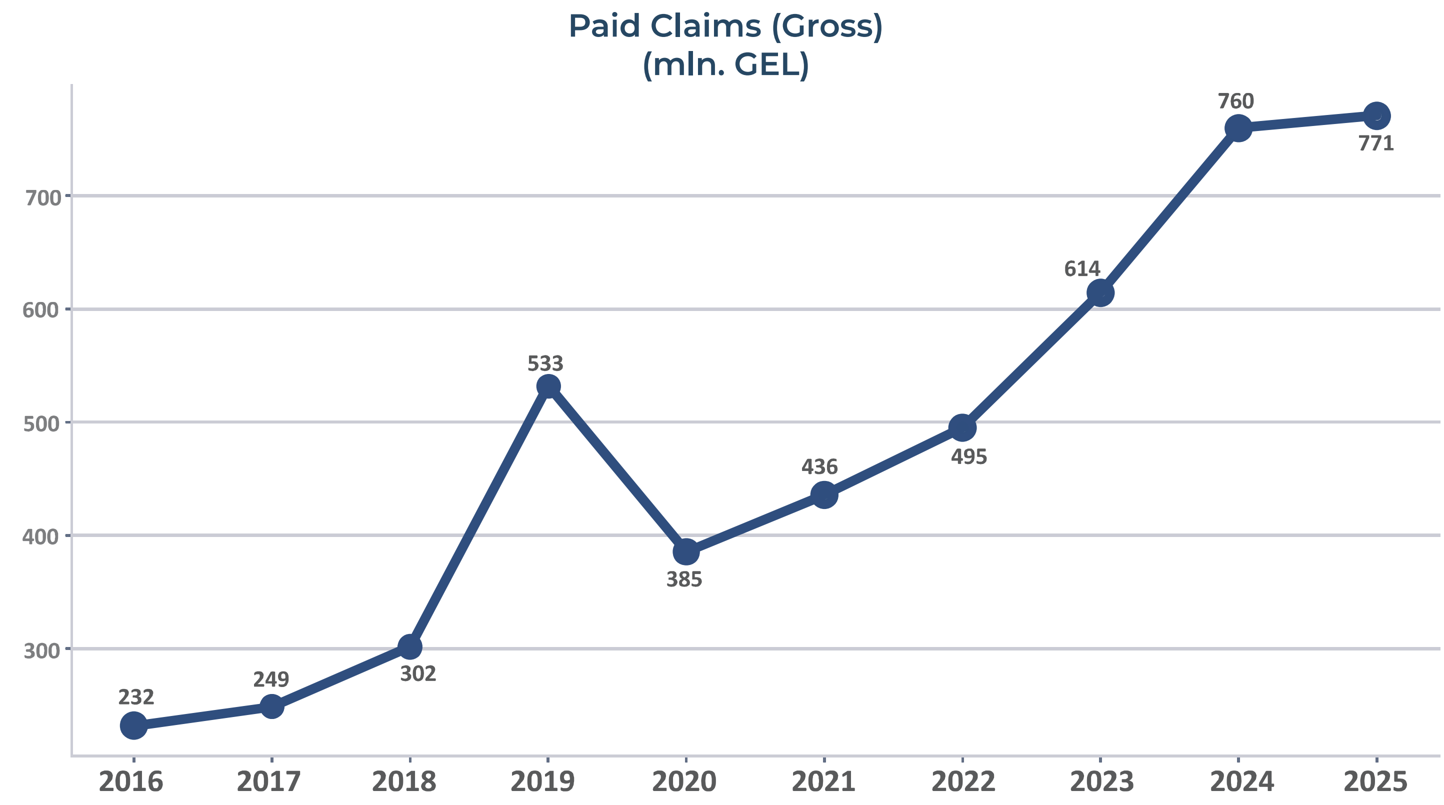
Incurred Claims (Gross and Net)



Incurred claims, regardless of their size, are generally settled within the same reporting period.

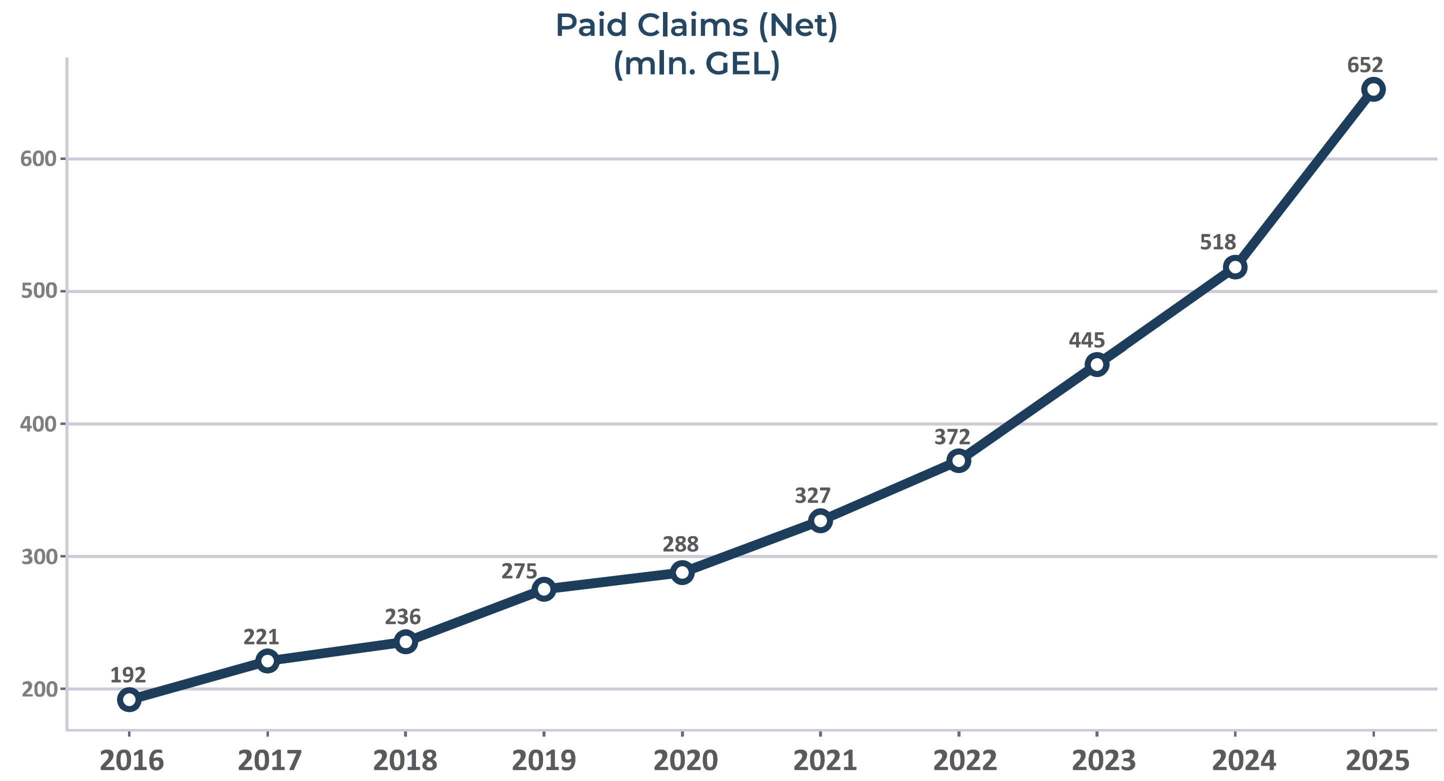
This indicates both efficient claims management and the effective use of reinsurance arrangements.

Even in the event of large-scale claims, insurers maintain their claims-paying capacity and ensure the timely settlement of policyholder claims.



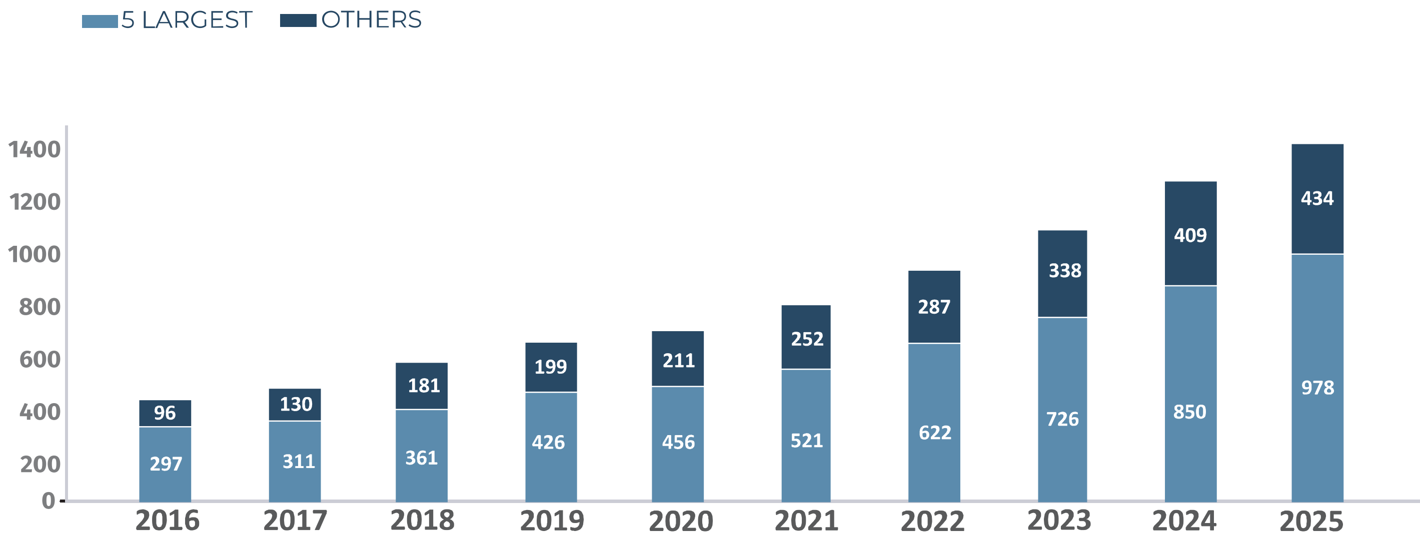
The chart shows that incurred claims, regardless of their size, are generally settled within the same reporting period. This reflects both efficient claims management practices and the effective use of reinsurance arrangements.

As a result, even in the event of large claims, insurers maintain their liquidity and ensure the timely settlement of policyholder claims.

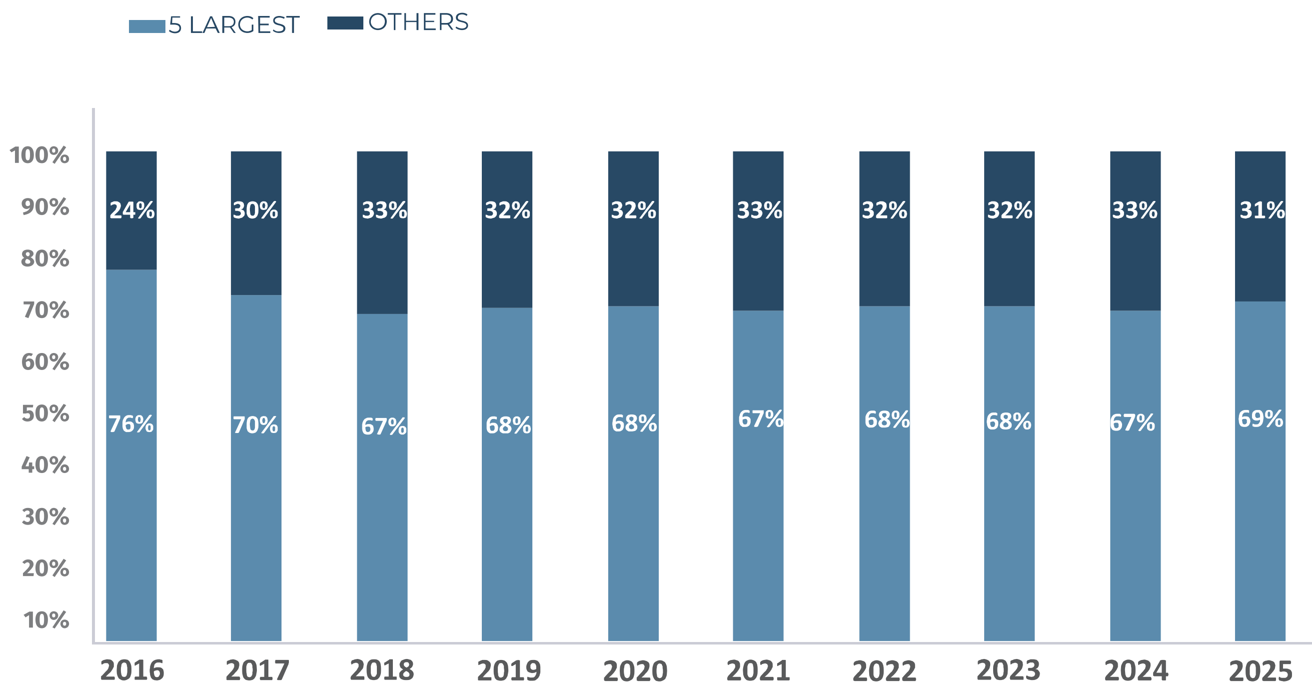


The market remains competitive; however, during the reporting period, the market share of the five largest insurers increased slightly. Competition among insurers remains intense, with market participants frequently introducing innovative and technologically advanced insurance products.

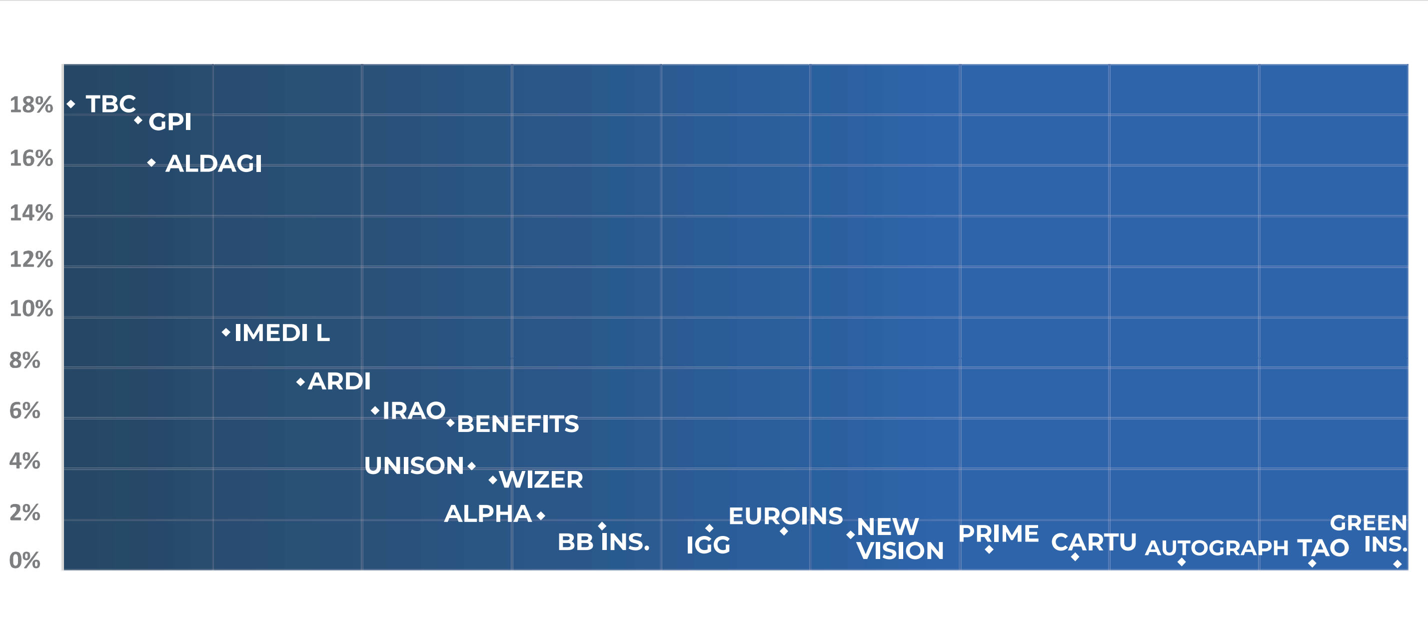
Market Share of Five Largest Insurers by Years (mln. GEL)



Market Share of 5 Largest Insurers by Years (%)

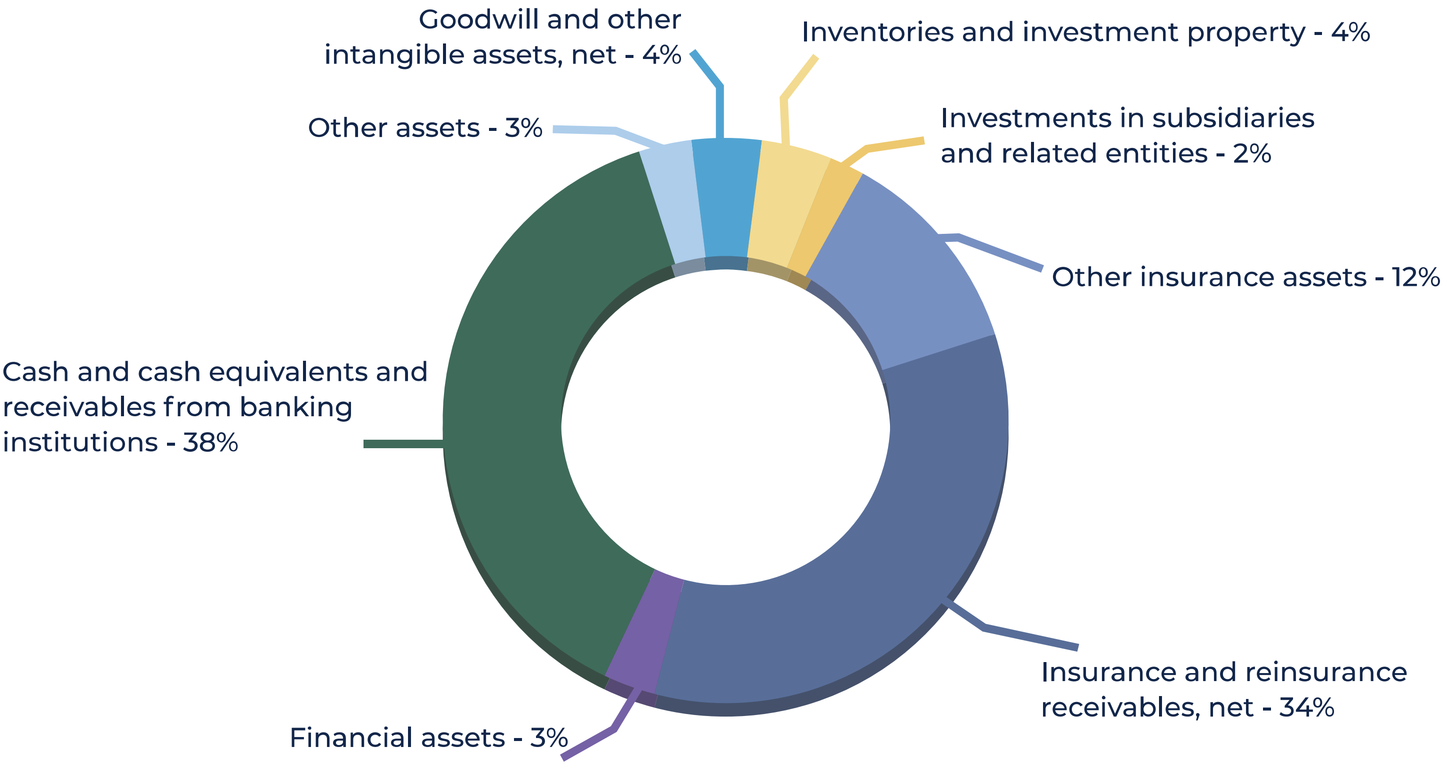


The chart below illustrates the distribution of insurers across different categories based on the gross written premiums generated.



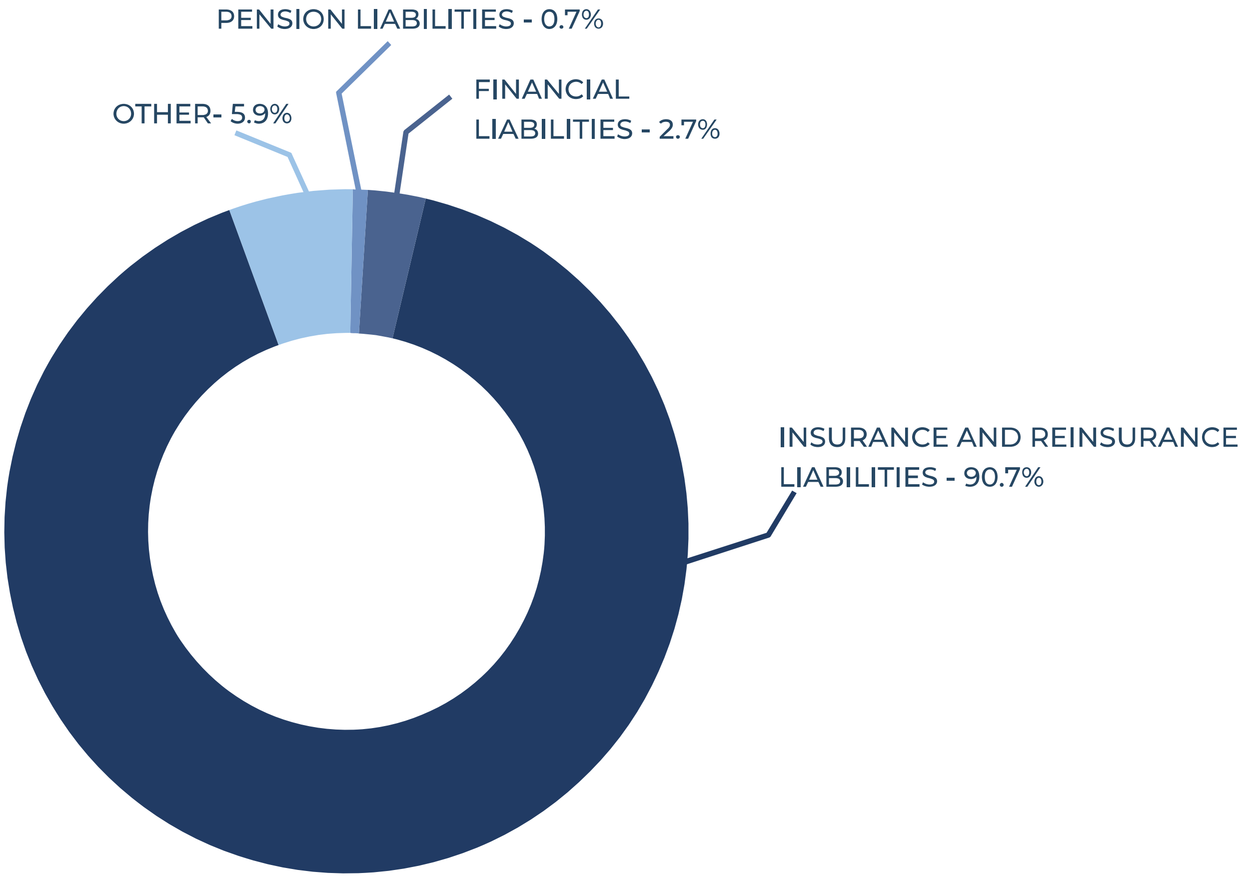
In 2025, the asset structure of insurers remained of high quality and continued to consist predominantly of liquid components.

Structure of Assets



Insurance-related liabilities continue to account for the largest share of total liabilities, which is a positive indicator.

Structure of Liabilities

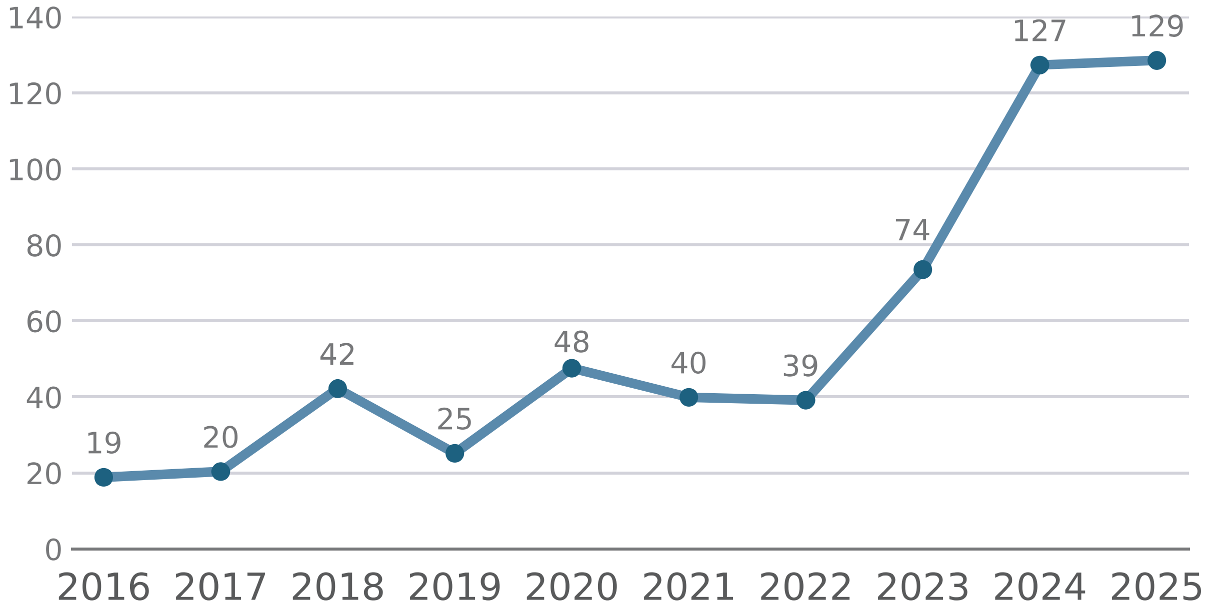


During the reporting period, the insurance sector's profit increased by 1.5% and amounted to GEL 129 million.

In the context of a 12% increase in insurance premiums, the 1.5% growth in profit was mainly driven by an increase in net incurred claims, as well as administrative and other operating expenses.

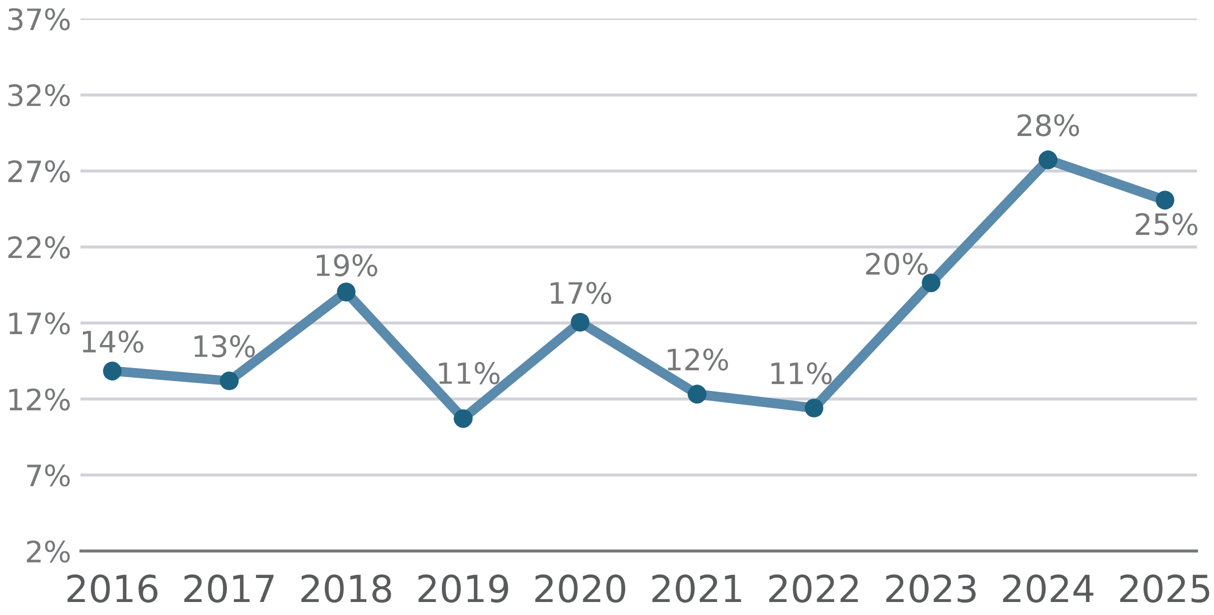
A significant portion of insurers' cash and cash equivalents continues to be held in foreign currencies, largely reflecting the substantial role of international partnerships, particularly reinsurance arrangements. As a result, foreign exchange gains and losses frequently have a material impact on profitability, including in periods when the Georgian lari appreciates against other currencies.

Annual Profit Dynamics (mln. GEL)

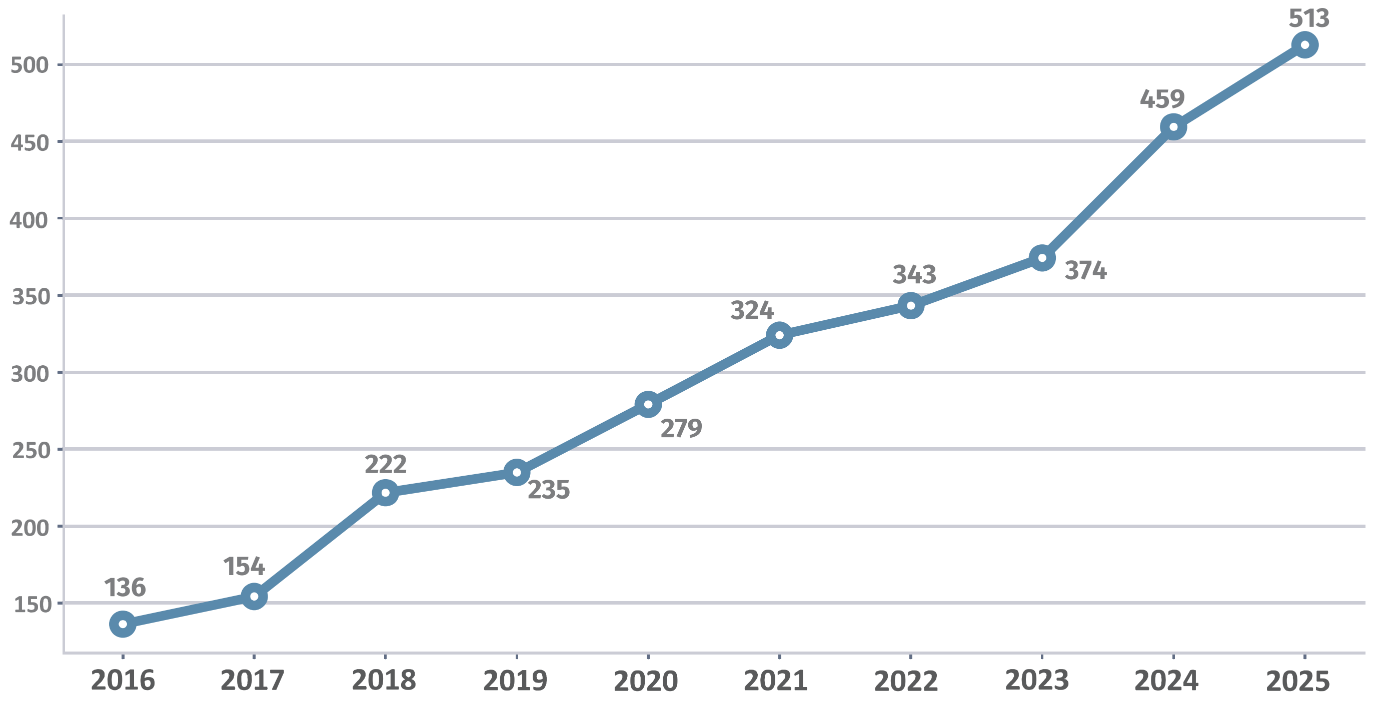


Compared to other sectors, asset liquidity and the return on equity ratio in the insurance sector are relatively high, which enhances the sector's attractiveness from an investment perspective.

Dynamics of Return on Equity (ROE)

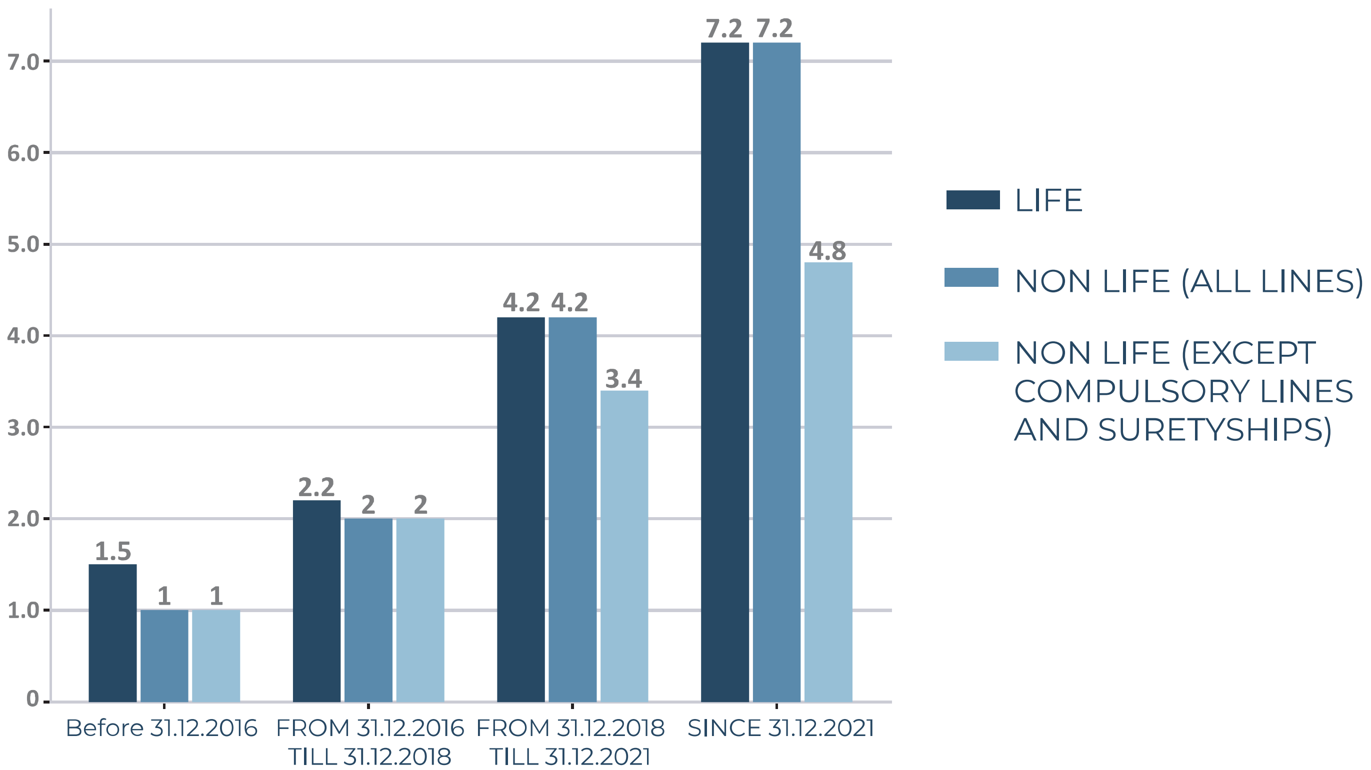


Total Equity of Insurers by Years
(mln. GEL)

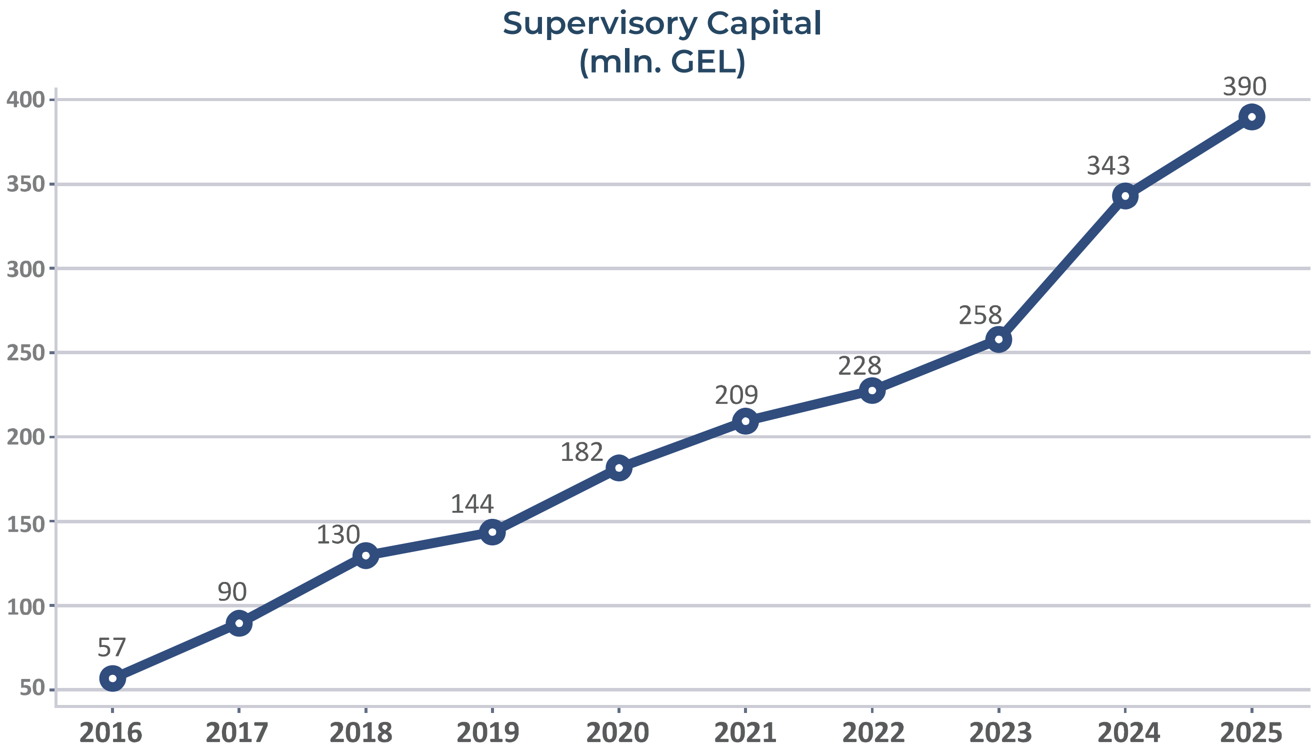


Over the years, insurance undertakings have timely met the increasing minimum capital requirements. However, in several cases, additional capital injections were required.

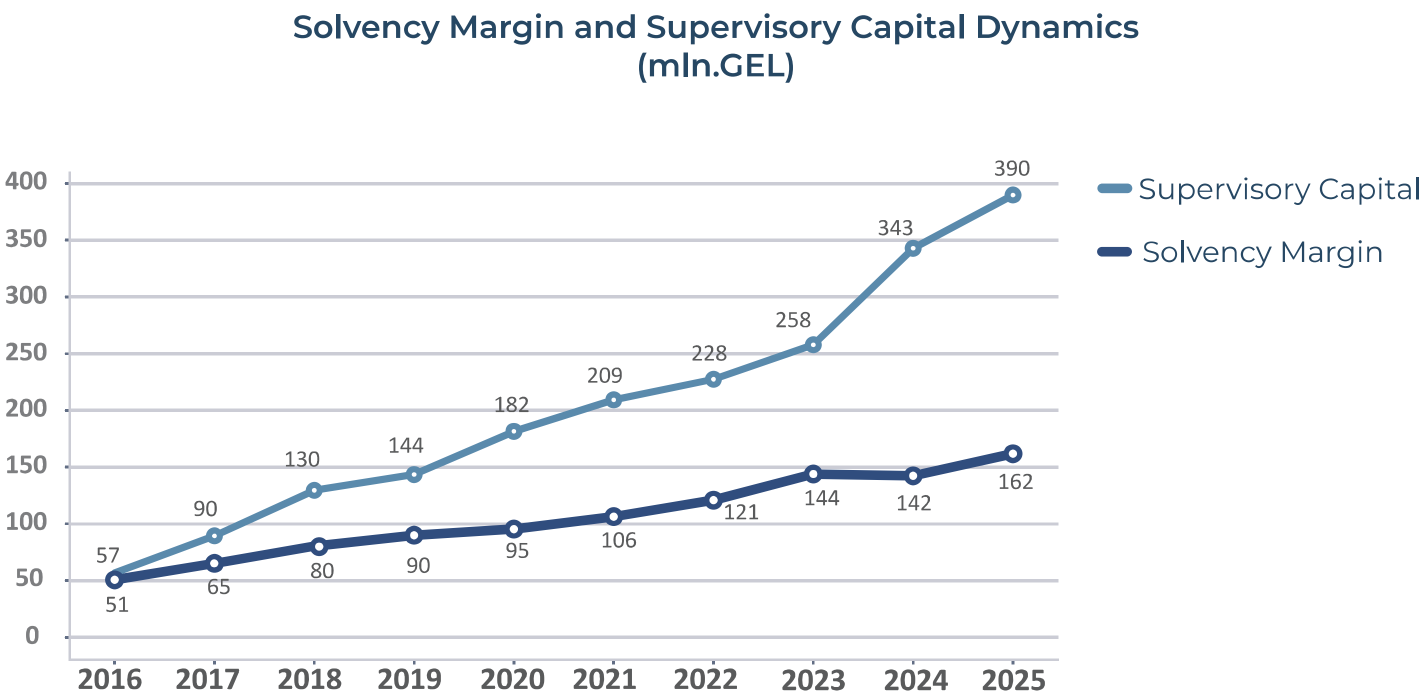
Minimum Capital Requirement
(mln. GEL)



Supervisory capital represents the difference between total capital and discounted components. Here as well, the trend has been consistent and upward, indicating the stable development of the sector.

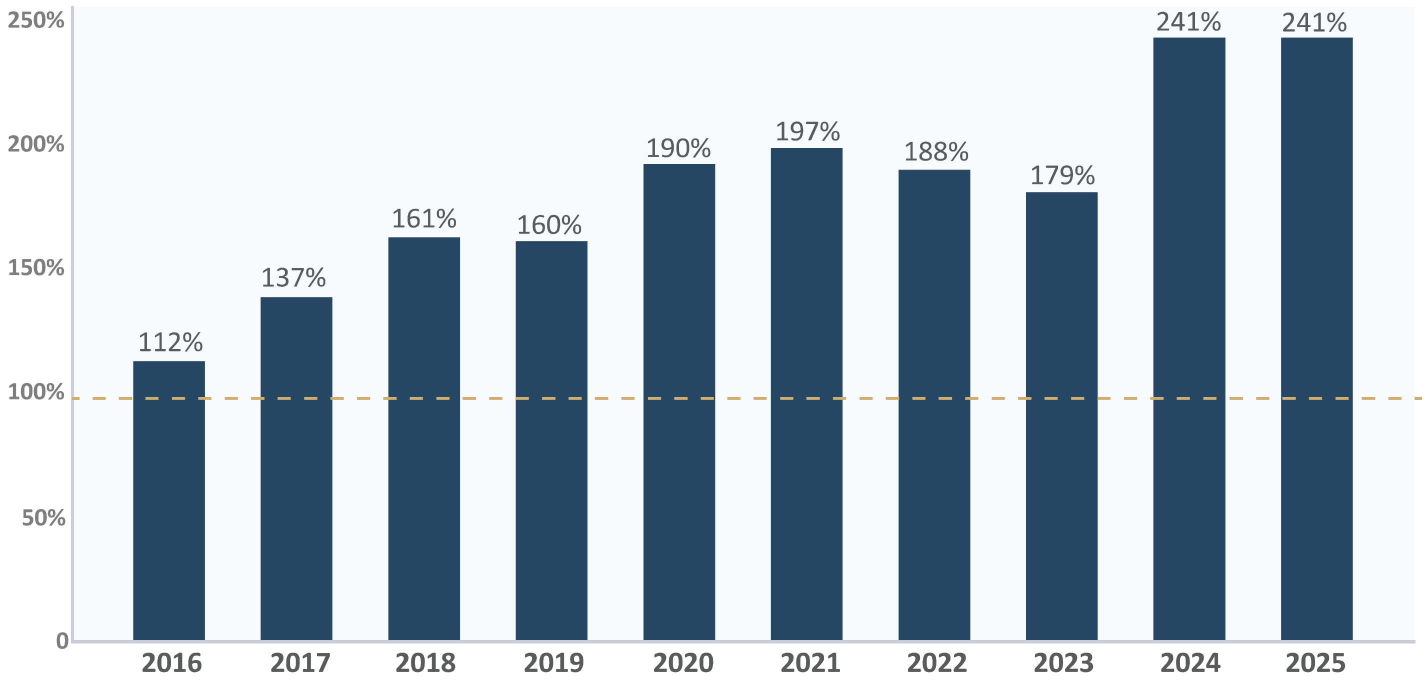


The solvency margin is based on the scale of an insurer's operations. As the volume of business increases, so does the solvency requirement applicable to the insurer. Based on the data presented in the chart, it can be concluded that the supervisory capital has been growing at a faster rate and significantly exceeds the required solvency margin.



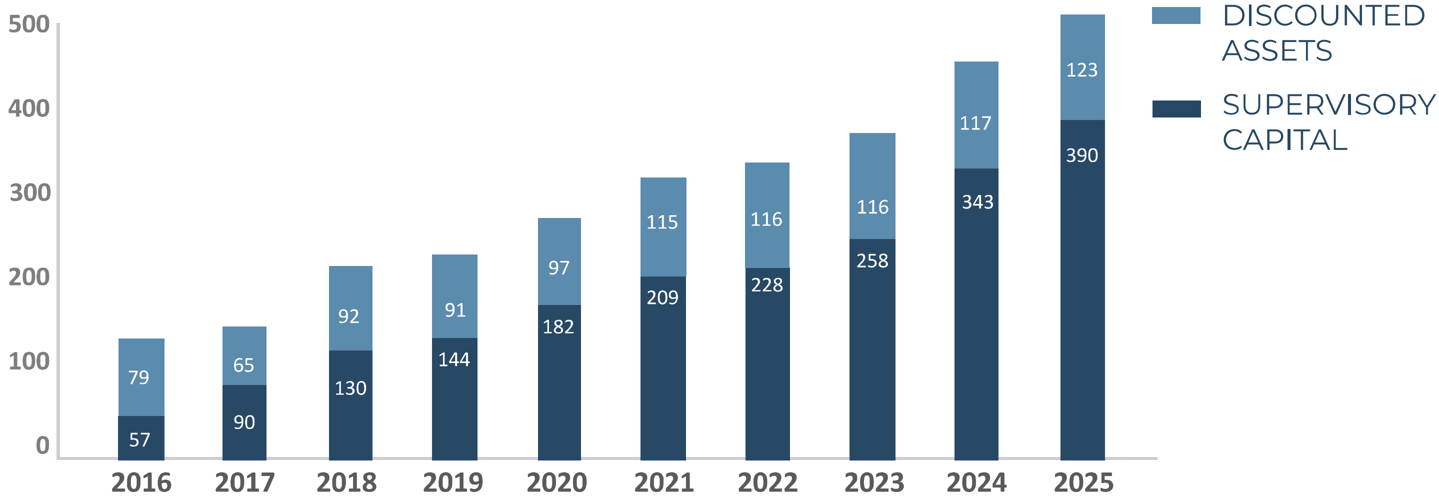
The ratio of insurers' supervisory capital to the solvency margin has been increasing annually, representing one of the key indicators of the sector's resilience. At the end of 2025, insurers' supervisory capital amounted to 241% of the solvency margin.

Supervisory Capital to Solvency Margin Ratio by Years



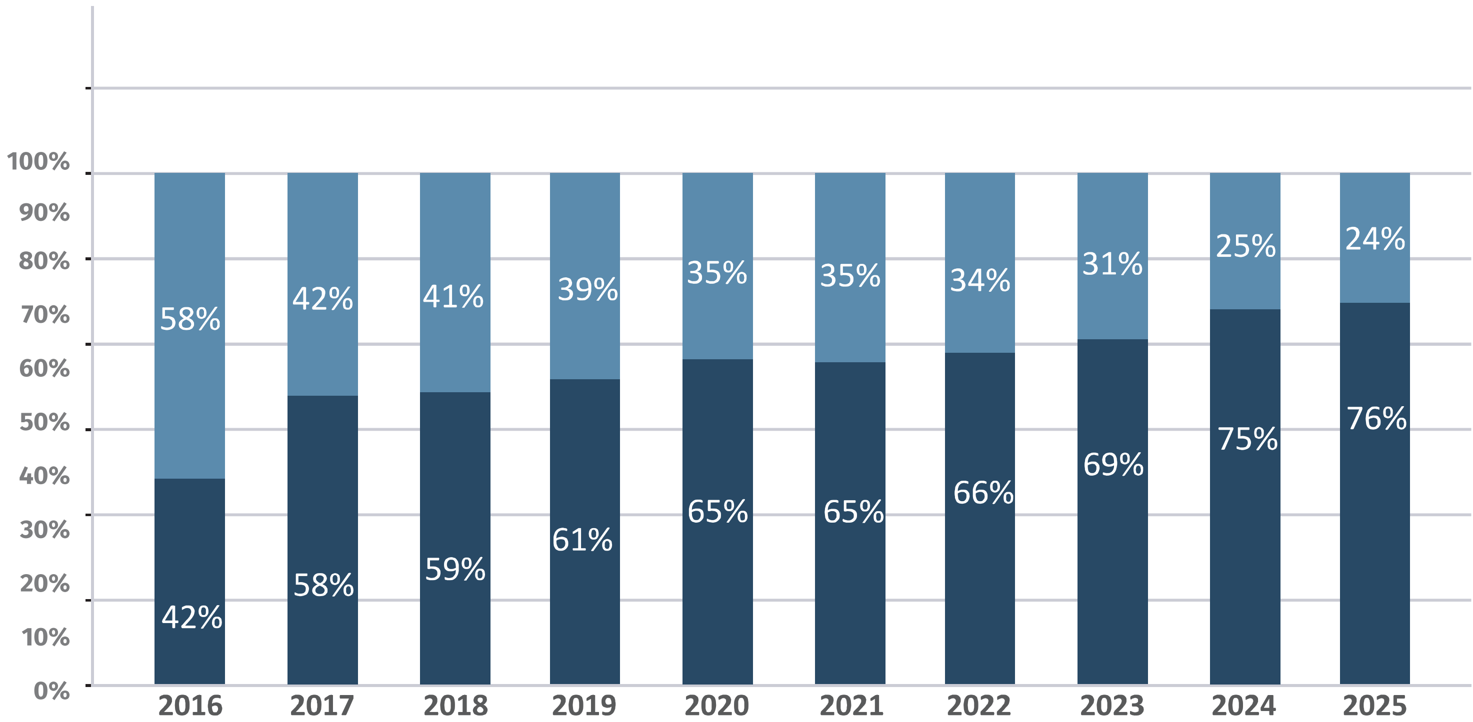
The chart presents the amounts of supervisory capital and deduction components within insurers' total capital in absolute numbers.

Share of Supervisory Capital in Total Equity of Insurers (mln. GEL)



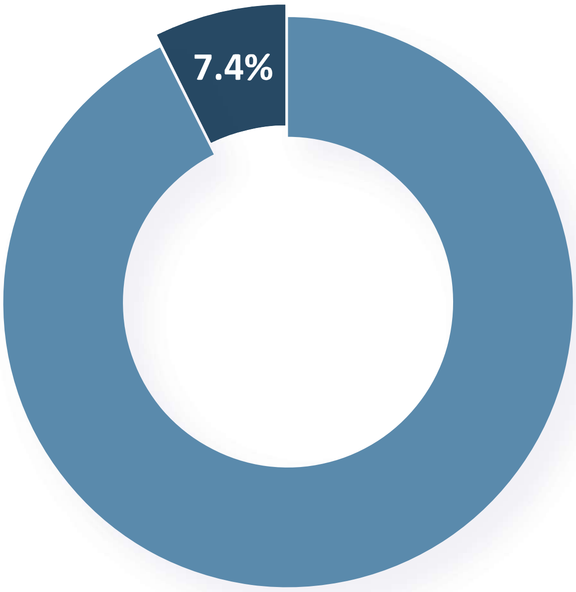
The chart presents the proportions of supervisory capital and discounted components within insurers' total capital, expressed as percentages.

Share of Supervisory Capital in Total Equity of Insurers (%)



Activity of Insurance Brokers

The activity of insurance brokers in insurance operations has been maintained. Their number is also increasing. At the end of 2025, 26 insurance brokers were registered; however, the main volume is distributed among 6–7 brokers. Over 7.4% of insurance operations (in terms of gross written premiums) were conducted through brokers.



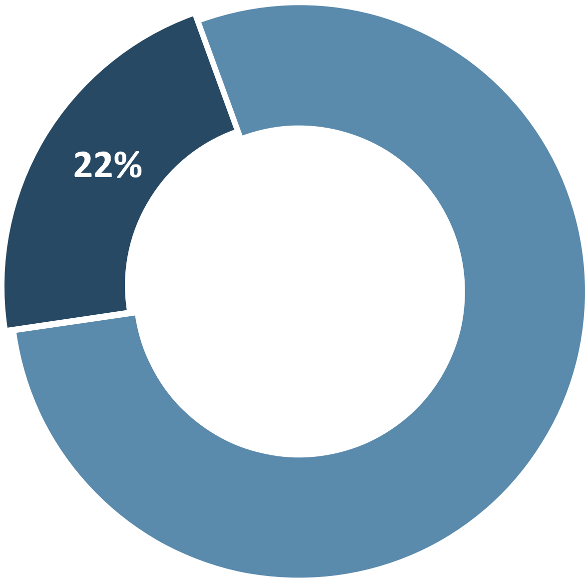
Participation of Brokers in Insurance Operations

PARTICIPATION OF BROKERS

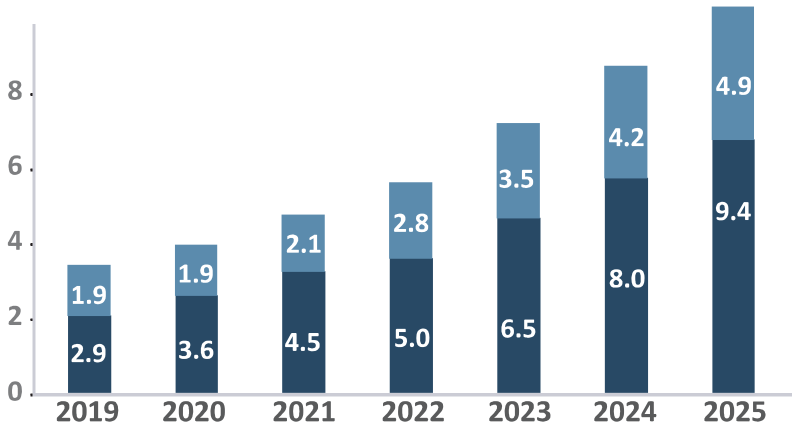
The share of brokers in reinsurance operations is more pronounced. One-fifth of reinsurance operations are conducted with the participation of brokers.

Participation of Brokers in Reinsurance Operations

PARTICIPATION OF BROKERS



Compared to reinsurance, due to the higher volume of gross written premiums generated from insurance activities, approximately two-thirds of brokerage commission income derives from insurance operations.



Brokerage Revenues by Years (mln.GEL)

COMMISSION FROM REINSURANCE

COMMISSION FROM INSURANCE

SUPERVISORY PROCESS

One of the principal functions of the Insurance State Supervision Service of Georgia is to ensure and monitor the financial soundness and solvency of insurers, insurance brokers, and founders of pension schemes (“supervised entities“), and to supervise their compliance with anti-money laundering and counter-terrorist financing requirements.

The ISSSG exercises direct supervision over supervised entities through the review and analysis of periodic regulatory reports and reports required in connection with specific business transactions, submitted in accordance with applicable by-laws. Supervisory activities also include the examination of additional information requested by the ISSSG, as well as documentation and detailed data obtained during on-site inspections of insurers.

Within the scope of its statutory authority, where violations are identified, the ISSSG initiates appropriate supervisory measures and sanctions in accordance with the applicable legal framework.

The ISSSG also actively cooperates with public, private, and international organisations, thereby supporting the continuous improvement of supervisory and regulatory processes and facilitating the timely exchange of relevant information and best practices.

REMOTE SUPERVISION

As part of its continuous monitoring activities, the ISSSG conducts remote supervision of supervised entities by reviewing, assessing, and analysing reports submitted in accordance with applicable legislative requirements. Based on the information collected, various reports and analytical outputs are prepared for both internal and external stakeholders.

IN 2025, THE ISSSG REVIEWED:

- The 2024 annual, fourth-quarter and December financial and statistical reporting forms, as well as the financial and statistical reporting forms for the first to third quarters and January–November of 2025, submitted by 19 insurance undertakings. The review also covered supervisory capital and solvency ratio calculation forms, as well as reporting forms submitted in accordance with the Rule of Margin Ratio between Net Exposure and Regulatory Capital Undertaken by the Insurer;
- Statements submitted by insurance undertakings and insurance brokers from banking institutions during the same period regarding cash balances held in their bank accounts and the security measures and instruments applied to those accounts in accordance with legislation. The information was reconciled against the data contained in the submitted financial and statistical reports;
- Annual reporting forms for 2024 and six-month reporting forms for 2025 submitted by insurance brokers.

In the course of reviewing the annexes and reporting submitted under the “Rule of Margin Ratio between Net Exposure and Regulatory Capital Undertaken by the Insurer”, the ISSSG requested additional supporting information, including information on reinsurance contracts, and in certain cases examined concluded reinsurance agreements.

DURING THE REPORTING PERIOD, THE ISSSG PROCESSED:

- Audited financial statements received from insurance undertakings for 2024. The ISSSG reconciled the data contained in the audit opinions with the submitted financial reporting forms, in relation to capital, net profit, insurance revenue, and earned premiums;
- Audited reports for 2024 received from insurance brokers;
- Information received from the Compulsory Insurance Centre for December 2024 and for January–November 2025, which was reconciled against the information submitted by insurance undertakings through regulatory reporting forms.

DURING THE REPORTING PERIOD, THE ISSSG PREPARED:

- Statistical and financial reports on the insurance market for 2024 and the first to third quarters of 2025, based on reporting forms submitted by insurance undertakings and founders of voluntary private pension schemes, which were published on the official website of the ISSSG;
- Reports on the activities of insurance brokers for 2024 and for the first six months of 2025, based on reporting forms submitted to the ISSSG, which were published on the official website of the ISSSG;
- Analytical reports on insurance undertakings based on reporting forms submitted to the ISSSG, covering their financial condition, solvency, liquidity, placement of insurance reserves, and compliance with supervisory capital requirements.

DURING THE REPORTING PERIOD, THE ISSSG RECORDED AND MONITORED:

- Deposit agreements placed with banking institutions to ensure the minimum capital requirements of insurance undertakings, as well as prior written consents issued by the ISSSG to insurers for transactions related to minimum capital requirements;
- Compliance by insurers with new additional requirements related to minimum amount of capital;
- The process of payment of fines imposed on supervised entities within the framework of remote supervision;
- Analysis of insurer financial indicators for the fourth quarter of 2024 and the first to third quarters of 2025, carried out using an analytical tool introduced with the support of World Bank experts.

In 2025, a total of 259 violations were identified, namely:

Discrepancies and minor breaches identified in the reporting submitted by supervised entities, including:

- Breach of the minimum capital requirement of insurance undertakings;
- Insufficient amount of eligible liquid assets for investment purposes;
- Non-compliance with requirements for the calculation of supervisory capital;
- Failure to submit, within the established deadlines, annexes required under the "Rule of Margin Ratio between Net Exposure and Regulatory Capital Undertaken by the Insurer," as well as other information requested by the ISSSG.

In the process of addressing the identified violations, the ISSSG applied appropriate sanctions.

ON-SITE INSPECTIONS

The main objective of on-site inspections is to verify, at the premises of supervised entities, the accuracy of data reflected in regulatory reporting and additional information submitted to the ISSSG, as well as compliance with internal processes and applicable regulatory requirements.

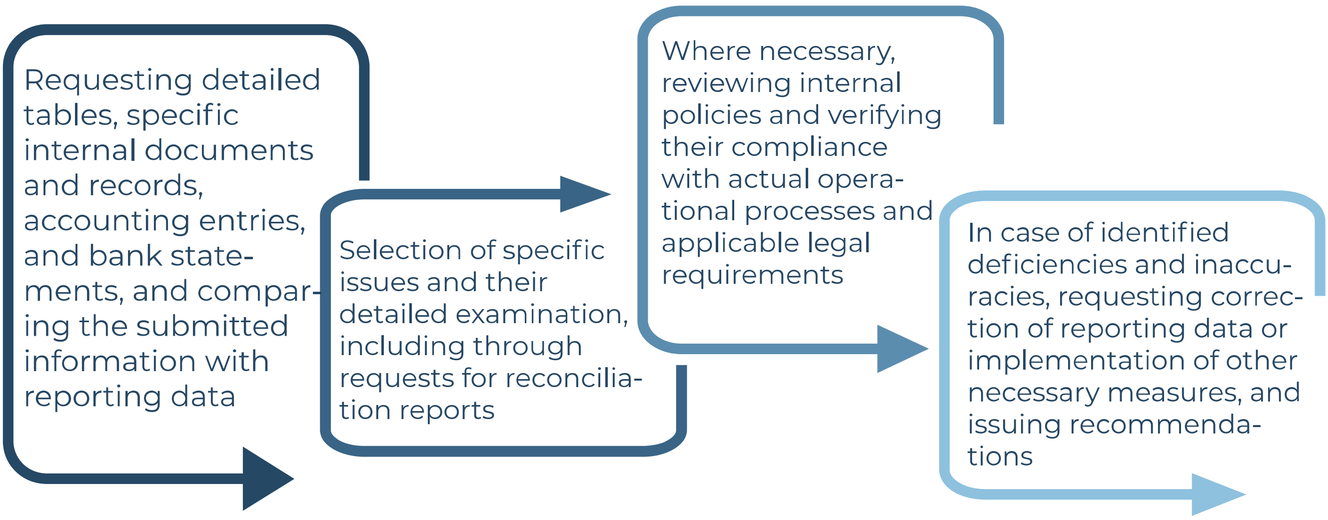
During 2025:

- Inspections were ongoing in four insurance undertakings, one of which had been initiated in 2024;

- In three insurance undertakings, inspection processes were completed in 2025 and corresponding inspection reports were issued;

- In one insurance undertaking, the inspection process continued until the end of March 2026.

The inspection process included the following stages:



- As a result of inspections, inconsistencies and errors related to supervisory requirements were identified;
- Supervised entities were instructed to eliminate deficiencies and amend financial and statistical reporting;
- The ISSSG imposed monetary fines as sanctions for inaccuracies in submitted information and late submission.

ANTI-MONEY LAUNDERING AND COUNTERING THE FINANCING OF TERRORISM

In the area of prevention of money laundering and terrorist financing, the ISSSG ensures supervision of insurance undertakings, pension companies, and insurance brokers.

Taking into account the supervisory principles implemented by the ISSSG, during the reporting period, the ISSSG reviewed reporting forms reflecting money laundering and terrorist financing risk supervision submitted by insurance undertakings, pension companies, and insurance brokers for the 2024 annual period and the first half of 2025.

As a result of the analysis of the submitted reports, the ISSSG imposed monetary fines and/or issued written warnings to the relevant entities in response to identified violations.

During the reporting period, the ISSSG also conducted on-site inspections of two insurance brokers and two insurance undertakings. Based on the findings, monetary fines and written warnings were imposed. In addition, the ISSSG ensures continuous monitoring of the implementation of recommendations and instructions issued within the scope of inspections.

In 2025, the ISSSG continued to actively implement activities falling within its mandate under the “2023–2026 National Strategy for the Prevention, Detection and Suppression of Money Laundering, Terrorist Financing and Financing of the Proliferation of Weapons of Mass Destruction.”

For the prevention of money laundering and terrorist financing, in 2025 the ISSSG compared statistical data submitted by insurance brokers with money laundering and terrorist financing risk supervisory reporting forms. As a result, a number of reports and data submissions by insurance brokers were corrected and updated.

INTRODUCTION AND DEVELOPMENT OF THE ACTUARIAL PROFESSION IN GEORGIA

Pursuant to the amendments introduced to the Law of Georgia on Insurance, insurers have been required to employ an actuary since 1 January 2025.

The actuarial profession is widely established in international practice and plays a key role in ensuring the adequacy of insurers’ risk assessments, pricing methodologies, and financial calculations. Actuarial analysis constitutes one of the fundamental components of an insurance undertaking’s solvency and financial stability.

Given that the actuarial profession remains rare and in short supply in the Georgian labor market, prior to 2024, no specialised academic course existed at Georgian higher education institutions that would enable the training of qualified professionals in this field.

With the direct involvement of the actuary employed by the ISSSG, the course "Actuarial Mathematics of Non-Life Insurance" was delivered at the Faculty of Exact and Natural Sciences of Ivane Javakhishvili Tbilisi State University from 1 October 2024 through 30 June 2025. The course was initiated by the Association of Actuaries and Financial Analysts. The curriculum was developed in accordance with the qualification requirements of the internationally recognised Certified Actuarial Analyst (CAA) designation. Lectures were delivered by leading insurance professionals, including the ISSSG's actuary.

The training and certification program was attended by both university students and other interested individuals seeking to pursue a career in actuarial science. Participation in the program was free of charge, and successful participants received certificates confirming course completion and successful examination results. A total of 72 participants registered for the programme, including 17 representatives of insurance companies.

DEVELOPMENT OF THE LEGAL FRAMEWORK IN GEORGIA AND HARMONIZATION WITH EU LEGISLATION

DEVELOPMENT OF THE LEGAL FRAMEWORK AND LEGISLATIVE AMENDMENTS

In 2025, draft by-laws were developed with a view to further shaping and improving the legal framework governing the insurance sector. Sectoral regulations were refined, consumer protection mechanisms were strengthened, and the process of harmonization with international standards continued.

During the reporting period, the legal initiatives developed by the ISSSG were aimed at ensuring the stability and transparency of the insurance market, as well as supporting the implementation of an effective risk-based supervisory framework.

The ISSSG elaborated and issued the following by-laws:

Order No. 91 of 17 February 2025 – on amending the Rule approved by Order No. 27 of 25 December 2017 of the Chairman of the Insurance State Supervision Service of Georgia "On Approval of the Rule of Setting Minimum Capital Requirements at All Stages of Insurance Activity on the Territory of Georgia"

The amendment introduced a requirement whereby, from the moment a written application is submitted, an insurance license applicant and an insurer must maintain at least 50% of the funds corresponding to the minimum capital requirement in the national currency of Georgia (GEL). The amendment is intended to reduce currency risk.

Order No. 92 of 16 June 2025 – On amending to the Rule approved by Order No. 33 of 6 August 2019 of the Chairman of the Insurance State Supervision Service of Georgia "On Approval of the Rule of Margin Ratio between Net Exposure and Regulatory Capital Undertaken by the Insurer"

The amendment introduced additional prudential requirements applicable to suretyship insurance, including requirements relating to an insurer's supervisory capital and the corresponding free and/or pledged cash funds. Under the amendment, an insurer may assume risks exceeding 15% of its supervisory capital, but not exceeding 25%, only with the prior written consent of the ISSSG.

Order No. 93 of 3 November 2025 – On Approval of the General Principles of Ethics and Minimum Standards of Professional Conduct for Insurers.

The document is based on the best practices of developed economies and internationally recognised standards of professional conduct. It also considers the specific characteristics of the local insurance market and key consumer protection priorities.

THE FOLLOWING DOCUMENTS AND INITIATIVES WERE DEVELOPED AND PREPARED:

- A draft Order on the Approval of the Form and Issuance Procedure of an Enforcement Writ for the Compulsory Enforcement of Monetary Fines Imposed by an Individual Administrative-Legal Act;

- A draft amendment to Government of Georgia Decree No. 102 of 2 May 2013 "On the Establishment of the LEPL Insurance State Supervision Service of Georgia and the Formation of its Supervisory Board", aimed at granting the ISSSG the authority to establish a non-entrepreneurial (non-commercial) legal entity for the purposes of professional development and capacity building in the insurance sector;

- A draft by-law to be issued pursuant to the Law of Georgia on Voluntary Private Pension, developed in cooperation with World Bank experts, which provides for the reporting requirements of pension scheme founders to the Insurance State Supervision Service of Georgia and approves the relevant reporting forms. Work on this initiative is ongoing;

- A formal position on the draft Decree of the Government of Georgia "On the Approval of the Rules and Conditions of Mandatory Health and Accident Insurance for Inbound Tourists Visiting Georgia";

- Review of four outsourced information systems agreements submitted by insurers. Recommendations were issued to ensure compliance with the applicable requirements, following which consent for the conclusion of the agreements was granted and the agreements were registered in the relevant registry;

- Opinions regarding the criteria applied by banks for the selection of insurance organisations;

- Review of documents received from the Ministry of Foreign Affairs of Georgia concerning amendments to Georgia's Schedule of Specific Commitments under the General Agreement on Trade in Services (GATS) of the World Trade Organization (WTO). It was confirmed that the existing limitations relating to market access in the insurance sector (Section VII – Financial Services) are consistent with the requirements established under Georgian legislation;

• Review of correspondence received from the Ministry of Economy and Sustainable Development of Georgia concerning the 2025–2026 Action Plan developed under the 2023–2028 Capital Market Development Strategy of Georgia;

• A position paper on the draft amendments to the Law of Georgia on the Public Defender of Georgia, which was submitted to the relevant authority;

• Draft policies and individual legal acts related to the information security framework of the ISSSG;

• In cooperation with UN Women, the development of a mechanism for the prevention of and response to sexual harassment within the ISSSG.

HARMONIZATION WITH THE SOLVENCY II DIRECTIVE AND THE INTRODUCTION OF RISK-BASED SUPERVISION

In 2025, work continued on the harmonization of Georgian legislation with Directive 2009/138/EC of the European Parliament and of the Council of 25 November 2009 on the taking-up and pursuit of the business of Insurance and Reinsurance (Solvency II).

Given the systemic nature of the Directive's requirements and the fact that it introduces a fundamentally different regulatory approach to the supervision of insurance undertakings, its full implementation is a long-term process that requires careful planning and a gradual, well-balanced approach.

THE SOLVENCY II FRAMEWORK IS BASED ON THREE PILLARS:

Pillar 1 – Capital and solvency requirements;	Pillar 2 – Governance system requirements;	Pillar 3 – Reporting and disclosure requirements.

Following consultations with international experts, which considered the specific characteristics and interests of the Georgian insurance market, the ISSSG identified the regulation of governance system requirements as a priority area for the first phase of the reform and initiated the necessary preparatory work to support the gradual implementation of the envisaged changes.

Accordingly, the ISSSG prepared a draft law on amendments to the Law of Georgia on Insurance and shared it for comments to insurance companies registered in Georgia, the Georgian Insurance Association, and the Insurance Union. The comments and proposals received were reviewed, and active cooperation with stakeholders continues.

The proposed amendments also address the regulation of confidentiality requirements in line with the standards envisaged under the Solvency II Directive. One of the primary objectives of these amendments was to introduce sufficient legislative regulation into the existing legal framework to facilitate Georgia's accession to the IAIS Multilateral Memorandum of Understanding (MMoU).

EU INTEGRATION PROCESS

In 2025, the ISSSG continued active cooperation with the Ministry of Foreign Affairs of Georgia and the Ministry of Justice of Georgia in support of the country's European integration process. To facilitate the monitoring of obligations related to legal approximation with the European Union, the ISSSG remained actively involved in the implementation of activities within the Electronic Monitoring System (EMS) administered by the Ministry of Justice of Georgia.

In particular, work continued on the implementation of decisions adopted by the Interagency Working Group on the Coordination and Monitoring of Legal Approximation with the European Union. These decisions required the upload to the EMS platform of information relating to normative acts adopted between 1 September 2014 and 21 August 2018 pursuant to Georgia's legal approximation obligations, together with their explanatory notes and tables of concordance. The deadline for fulfilling this obligation was set for the end of 2025.

In fulfilment of this requirement, a table of concordance related to Directive 2002/92/EC of the European Parliament and of the Council of 9 December 2002 was prepared in the format prescribed by the Law of Georgia on Normative Acts and uploaded to the relevant electronic platform.

During the reporting period, at the request of the Ministry of Foreign Affairs of Georgia, the ISSSG prepared semi-annual and annual reports on the implementation of the National Action Plan for Georgia's European Union Integration. The reports covered the status of implementation of activities envisaged under the Association Agreement between Georgia and the European Union and the Association Agenda, as well as progress recorded in the Association Agreement Electronic Monitoring System within the ISSSG's area of competence.

During the reporting period, the ISSSG reviewed the Joint Communication on EU Enlargement Policy and the annual report on Georgia published by the European Commission on 4 November 2025, which had been transmitted by the Ministry of Foreign Affairs of Georgia. In response to the Ministry's request, the ISSSG prepared a substantiated position outlining the activities undertaken within its competence in support of approximation with the European Union.

In 2025, the ISSSG continued its efforts both in refining the regulatory framework governing the insurance sector and in promoting international integration and the exchange of experience. Active cooperation was maintained with the Ministry of Economy and Sustainable Development of Georgia, the Ministry of Foreign Affairs of Georgia, and the Ministry of Justice of Georgia.

INTERNATIONAL COOPERATION – INITIATIVES AND OUTCOMES

With the organization and support of the Insurance State Supervision Service of Georgia, three major international conferences were held in the country. The key priorities of these events included the exchange of international experience, strengthening professional and constructive dialogue among institutions operating in the insurance sector across different countries, enhancing risk-based supervision tools, and improving consumer protection mechanisms. These efforts contribute to the development of a strong, resilient, and secure insurance market in Georgia. Accordingly, 2025 was a significant year for Georgia's insurance sector, both in terms of deepening international cooperation and showcasing the achievements and potential of the Georgian insurance market on international platforms.

INTERNATIONAL CONFERENCES HELD IN GEORGIA

CESEE ISI 2025 - Meeting of the Central, Eastern and South-Eastern European Insurance Supervision Initiative in Tbilisi.

The Chairman of the Insurance State Supervision Service of Georgia, David Onoprishvili, hosted for the first time in Georgia the Central, Eastern and South-Eastern European Insurance Supervision Initiative (CESEE ISI). The 24th meeting of the Initiative was held in Tbilisi. The meeting brought together 30 representatives of insurance supervisory authorities from 12 countries, including Georgia.


Countries participating in the conference: Austria, Bosnia and Herzegovina, Romania, Moldova, North Macedonia, Montenegro, Poland, Slovakia, Slovenia, Hungary, and Croatia.

Heads of supervisory authorities from six participating countries:

Peter Braumüller (Austria), Managing Director for Insurance, Pension and Corporate Company Supervision at the Austrian Financial Market Authority (FMA), under whose support the event was organized; Gorazd Čibej (Slovenia); Ivan Luburić (Bosnia and Herzegovina); Marko Ivanović (Montenegro); Adrian Georgiță (Moldova); and Sorin-Cristinel Mititelu (Romania).

Within the framework of the conference, participants discussed modern approaches to consumer protection, the role of insurance supervisors in crisis situations, and existing supervisory practices related to the assessment of the fit and proper requirements of members of management bodies and supervisory boards. The discussion also covered challenges in motor insurance and motor third-party liability insurance, including activities to be undertaken prior to tariff liberalization.

During the conference, Mariam Nikoladze, Head of the Consumer Rights Protection and Financial Education Division of the Insurance State Supervision Service of Georgia, delivered a presentation on “Consumer Rights Protection Mechanisms in Georgia.”

The meeting once again highlighted Georgia’s growing role in regional insurance supervision, which is a key prerequisite for strengthening international cooperation, enhancing professional dialogue, exchanging regulatory standards, and developing a resilient and secure insurance market.

CESEE ISI is a long-term cooperation platform that aims to strengthen collaboration among insurance supervisors, promote the harmonization of regulatory approaches, facilitate joint responses to challenges, encourage the exchange of international standards and best practices, enhance the financial stability of the insurance sector in the region, support coordinated action in potential crisis situations, strengthen the professional capacities of supervisors, and foster convergence with the European Union regulatory framework.

Within the framework of the Initiative, annual working meetings are held in one of the participating countries and focus on topics that are most relevant in light of current developments and evolving market conditions.

XPRIMM 2025 - GEORGIA INTERNATIONAL INSURANCE CONFERENCE IN BATUMI

Organized jointly by the Insurance State Supervision Service of Georgia and the media agency XPRIMM (Promoting the Reinsurance & Insurance Market by Media), the Georgia International Insurance Conference 2025 was held in Batumi. The conference brought together more than 100 participants from 18 countries.

Conference participants included representatives from 18 countries:

Azerbaijan, Belgium, Bulgaria, the Czech Republic, Germany, Kazakhstan, Kyrgyzstan, Malaysia, Montenegro, North Macedonia, Romania, Slovakia, Spain, Switzerland, Türkiye, the United Kingdom, Uzbekistan.

The conference was attended by high-level representatives of insurance supervisory authorities from seven countries: Azerbaijan, Spain, Türkiye, Montenegro, Slovakia, Kazakhstan, and North Macedonia.

Participants included: insurance and reinsurance companies, brokers, financial institutions, representatives of the International Association of Insurance Supervisors (IAIS), and other regulatory authorities.

Within the framework of the conference, participants discussed:

- the current state of the Georgian insurance market and its development strategy;
- developments in the regulatory environment and harmonization with international practices;
- digital transformation and the use of artificial intelligence;
- strengthening consumer protection and promoting financial education;
- the resilience of the insurance sector and the integration of ESG standards.

The conference also featured the presentation of the publication "XPRIMM Insurance Profile Georgia FY2024", which provides an analysis of the Georgian insurance market and contains valuable analytical information for international partners.

COMPETITION AND CONSUMER RIGHTS PROTECTION – 4TH INTERNATIONAL CONFERENCE

The 4th International Conference on Competition and Consumer Rights Protection was held in Tbilisi and was jointly organized by the Insurance State Supervision Service of Georgia, the Georgian Competition and Consumer Protection Agency, the National Bank of Georgia, the Georgian National Energy and Water Supply Regulatory Commission (GNERC), and the Georgian National Communications Commission (GNCC). As part of the event, Georgia hosted heads and senior representatives of competition and consumer protection authorities from nearly 20 countries.

The three-day conference brought together representatives of the World Bank, the United Nations Conference on Trade and Development (UNCTAD), the Organisation for Economic Co-operation and Development (OECD), the International Competition Network (ICN), the International Consumer Protection and Enforcement Network (ICPEN), and Consumers International.

The Deputy Chairman of the Insurance State Supervision Service of Georgia, Ekaterine Tsereteli, participated in the opening session of the conference. With the involvement of local and international experts, 10 panel discussions were held, including presentations of three international studies and one sectoral study.

Participants discussed:

- competition and consumer protection from a sectoral perspective – results, achievements, and challenges;

- competition policy in regulated sectors of the economy, including opportunities and challenges;

- contemporary practices for the protection of children and vulnerable consumers, as well as key priorities and challenges;

- merger control in the context of the modern global agenda;

- current trends and challenges in consumer protection in Georgia and beyond.

As part of the conference, one of the panel discussions was moderated by Nino Niavadze, Head of the Legal Department of the Insurance State Supervision Service of Georgia, while Mariam Nikoladze, Head of the Consumer Rights Protection and Financial Education Division , delivered a presentation.

The conference brought together representatives of executive and legislative authorities, public institutions, academia, and the business sector, as well as approximately 350 delegates and around 50 local and international speakers.

The international conference serves as a high-level international platform aimed at strengthening the principles of fair competition in Georgia and promoting the adoption of international best practices in the field of consumer rights protection.

Georgia's growing role on international platforms and its cooperation with partner countries provide a solid foundation for the development of the national insurance sector, the introduction of innovative approaches, and the establishment of a strong, competitive, and consumer-oriented market.

International cooperation frameworks contribute to the alignment of the national legislative and supervisory framework with international standards and enhance the transparency, stability, and investment attractiveness of the Georgian insurance market.

COOPERATION WITH INTERNATIONAL ORGANISATIONS

In 2025, the Insurance State Supervision Service of Georgia continued to actively engage with international organisations through both multilateral and bilateral cooperation formats. The ISSSG remained actively involved in the development of international standards, the exchange of professional experience, and the work of various working groups and committees operating within international organisations. This cooperation also included support for initiatives aimed at strengthening the institutional capacity of the Insurance State Supervision Service of Georgia and promoting the professional development of its staff.

INTERNATIONAL ASSOCIATION OF INSURANCE SUPERVISORS | IAIS

IAIS Committee Meetings, Annual Conference and Annual General Meeting in Tirana

In 2025, the Committee Meetings, Annual Conference, and Annual General Meeting of the International Association of Insurance Supervisors (IAIS) were held in Tirana, the capital of the Republic of Albania.

As part of the event, meetings and working sessions of the Association's principal governing bodies—the Executive Committee (ExCo) and the Implementation Assessment Committee (IAC)—were convened where David Onoprishvili, Chairman of the Insurance State Supervision Service of Georgia, represented the countries of the Central, Eastern European and Transcaucasian region (CEET).

Participants discussed key governance, strategic, and financial matters of the Association, including the organization's 2024 financial and operational results, as well as various governance and organizational issues. Particular attention was given to the implementation of the Association's strategic objectives, strengthening international cooperation, and advancing consistent approaches to global insurance supervision.

The Georgian delegation comprised David Onoprishvili, Chairman of the Insurance State Supervision Service of Georgia; Maia Kublashvili, Deputy Chairman of the ISSSG; and Natia Kvachakhia, Head of the International Relations Division.

As part of the working visit, representatives of the ISSSG attended a public event held under the Insurance Dialogue Project of the European Insurance and Occupational Pensions Authority (EIOPA) and the National Association of Insurance Commissioners (NAIC) of the United States. Discussions focused on future cooperation between European and U.S. insurance supervisors, climate-related risks, cybersecurity, and new initiatives concerning the fair treatment of insurance consumers and operational resilience in the insurance sector.

The event forms part of a series of international meetings bringing together IAIS member jurisdictions and serves as an important global forum for discussing key developments in insurance supervision and critical issues affecting the development of the insurance sector.

The meetings once again demonstrated Georgia's active engagement within the international insurance supervisory community and contributed to strengthening the position of the CEET region within IAIS decision-making processes.

MEETING OF THE IAIS EXECUTIVE COMMITTEE IN SINGAPORE

During the reporting period, David Onoprishvili, Chairman of the Insurance State Supervision Service of Georgia and a member of the Executive Committee of the International Association of Insurance Supervisors (IAIS), participated in the joint meeting of the IAIS Executive Committee and Macroprudential Committee, held at the Monetary Authority of Singapore.

During the meeting in Singapore, participants discussed current trends and systemic challenges affecting the insurance sector, with the aim of exchanging experience and contributing to the development of insurance policies that support the resilience and stability of the global insurance market. In particular, discussions focused on:

- presentations and outcomes of collective discussions across various areas of insurance supervision, including monitoring results and systemic risks;
- analysis of insurance companies' operations and developments in global insurance markets;
- future directions for the development of macroprudential policy.

IAIS EXECUTIVE COMMITTEE MEETING IN ZURICH

A strategic working meeting of the Macroprudential Committee and the Executive Committee of the International Association of Insurance Supervisors (IAIS) was held in Zurich, Switzerland, in which David Onoprishvili, Chairman of the Insurance State Supervision Service of Georgia, participated.

Within the framework of the meeting, participants conducted a detailed discussion of the organisation's strategic priorities and the 2025–2026 action plan. Particular attention was given to strengthening governance approaches focused on public interest, as well as to institutional changes aimed at enhancing the organisation's effectiveness over the 2025–2029 period.

A key area of discussion included the methodology for transitioning to a risk-based solvency framework, the development of supervisory frameworks related to the use of artificial intelligence, and mechanisms for addressing emerging sectoral challenges.

The meeting also addressed key international standards, including the Insurance Capital Standard (ICS), ensuring fair treatment of policyholders, strengthening operational resilience, and the impact of climate-related risks on the insurance sector.

INTERNATIONAL FINANCIAL REPORTING STANDARDS – WORKING MEETINGS IN SWITZERLAND

During the reporting period, the First Deputy Chairman of the Insurance State Supervision Service of Georgia, Irakli Tutarashvili, and the Head of the Supervision Department, Edward Vakhtangishvili, undertook a working visit to Basel, Switzerland.

Within the framework of the extended working meetings, participants discussed issues related to the implementation of International Financial Reporting Standards, in particular IFRS 17 (Insurance Contracts).

The representatives of the ISSSG participated in professional discussions focusing on accounting policy issues, alignment of reporting formats with new standards, and the development and updating of necessary analytical components.

The working meetings were organized by the Financial Stability Institute, the International Association of Insurance Supervisors (IAIS), and the International Monetary Fund (IMF).

REGIONAL INSURANCE SUPERVISORS' MEETING IN LJUBLJANA

At the invitation of Gorazd Čibej, Director of the Insurance Supervision Agency of the Republic of Slovenia, David Onoprishvili, Chairman of the Insurance State Supervision Service of Georgia, participated in the meeting of insurance supervisors of Central, Eastern European and Transcaucasian countries (CEET).

Within the framework of the third session, David Onoprishvili took part in a panel discussion dedicated to the transition from the Solvency I framework to the Solvency II framework. He presented the activities carried out to support the transition to Solvency II, as well as the existing challenges related to market size, the need for upcoming systemic changes, the shortage of qualified professionals, and the readiness of the industry.

The International Association of Insurance Supervisors (IAIS) is a leading global organisation that brings together insurance supervisory authorities from around the world and plays a key role in the development and stability of the global insurance sector.

The organisation sets international standards and principles. Its frameworks cover licensing requirements for insurance companies, risk management, and insurance capital requirements, all aimed at strengthening financial resilience and maintaining the solvency of the sector. In addition, the organisation places particular emphasis on developing consumer protection mechanisms and improving market conduct standards. It defines approaches to systemic risk assessment and promotes coordinated supervision of international insurance groups. These activities contribute to the stability of the global financial system and reduce the risk of crises.

In 2025, the growing international interest in Georgia and the strong participation in these large-scale events were significantly supported by the active involvement of David Onoprishvili, Chairman of the Insurance State Supervision Service of Georgia, in the Executive Committee (ExCo) and the Implementation Assessment Committee (IAC) of the International Association of Insurance Supervisors (IAIS). In his capacity as a member of these bodies, he represents 28 countries of the Central, Eastern European and Transcaucasian (CEET) region.

This further demonstrates Georgia's active engagement in international insurance supervisory processes. It facilitates the exchange of global standards and best practices, which is essential for the sustainable development of the country's insurance sector and the strengthening of an effective supervisory framework.

Objectives and Outcomes of the activities carried out by the Executive Committee (ExCo) and the Implementation Assessment Committee (IAC) of the International Association of Insurance Supervisors (IAIS) during the reporting year:

IAIS EXECUTIVE COMMITTEE (EXCO)

In 2025, the activities of the Executive Committee were focused on advancing the IAIS mission of promoting effective insurance supervision and supporting the financial stability of the global insurance sector. The Committee provided overall strategic direction to the work of the Association's committees and was responsible for setting policy development priorities, allocating resources, and approving work programmes.

Particular attention was given to the practical implementation of the IAIS Strategic Plan and monitoring progress against its objectives. Discussions focused on translating strategic goals into operational priorities and establishing performance indicators to assess implementation.

Committee members reviewed issues affecting global financial stability, including:

- **systemic risks**
- **the macroeconomic environment**
- **climate-related risk factors**
- **the impact of digital transformation**
- **geopolitical challenges**

Significant attention was devoted to strengthening the IAIS governance framework and organizational structure. Discussions addressed the refinement of committee structures and mandates, the clear allocation of responsibilities, and the enhancement of decision-making processes and coordination among committees, particularly with respect to strengthening the link between policy development and implementation assessment.

The Committee also considered the effective use of resources, priorities for capacity-building initiatives, and the provision of technical assistance, with particular emphasis on emerging markets and countries with developing and transition economies.

IAIS IMPLEMENTATION ASSESSMENT COMMITTEE (IAC)

- Within the framework of the 2025–2029 Strategic Plan, the Committee actively worked to enhance the effective implementation of IAIS standards in practice.
- Discussions focused on the application of key IAIS standards and the common framework for the supervision across member jurisdictions.
- Particular attention was devoted to consolidating and analysing the results of implementation assessments and to utilizing the findings to support capacity-building initiatives and improve supervisory practices.
- During the reporting period, one of the Committee's key priorities was monitoring the implementation of the IAIS Holistic Framework and reviewing assessment outcomes in selected jurisdictions.
- The Committee assessed practices related to the management of systemic risks and identified practical measures to support the effective implementation of the framework.
- Issues related to the Recovery and Resolution of insurance and reinsurance companies were discussed in the context of compliance with the IAIS policy framework.
- Attention was focused on the methodology of the Insurance Capital Standard (ICS) self-assessment process, the structure of the assessment questionnaire, and the qualitative elements that will be applied at a subsequent stage.
- Committee members discussed the coordination of standards implementation assessment tools and ensuring a risk-based and proportionate approach towards member countries.

In 2025, the activities of the IAC were concentrated on strengthening the quality of the practical implementation of international insurance standards, refining assessment mechanisms, and supporting the strategic objectives of the IAIS. The Committee's work established a solid foundation for the launch of a deeper and more systematic phase of implementation assessment beginning in 2026.

CESEE ISI - MEETING OF THE CENTRAL, EASTERN AND SOUTH-EASTERN EUROPEAN INSURANCE SUPERVISION INITIATIVE IN HUNGARY

In 2025, the 23rd meeting of the Central, Eastern and South-Eastern European Insurance Supervision Initiative (CESEE ISI) was held in Hungary. The meeting was attended by David Onoprishvili, Chairman of the Insurance State Supervision Service of Georgia, and Edward Vakhtangishvili, Head of the Supervision Department of the ISSSG.

During the meeting, representatives of the countries of the region discussed topics of current relevance to the insurance market, including Own Risk and Solvency Assessment (ORSA), challenges related to the implementation of IFRS 17, risks associated with investments in crypto-assets, and innovative supervisory approaches.

The main objective of the meeting was to analyse current supervisory practices, develop mechanisms for strengthening the market, and promote the implementation of effective consumer protection instruments.

IOPS GLOBAL PENSION FORUM IN ISTANBUL

In 2025, cooperation with the International Organisation of Pension Supervisors (IOPS) continued in an active format. Maia Kublashvili, Deputy Chairman of the Insurance State Supervision Service of Georgia, and Eter Papiashvili, Head of the Licensing and Registration Division, participated in the 2025 Global Forum on Private Pensions held in Istanbul, Türkiye. The event was jointly organized by IOPS, the Organisation for Economic Co-operation and Development (OECD), the Insurance and Private Pension Regulation and Supervision Agency of Türkiye, and the Pension Monitoring Center.

The event brought together senior representatives of regulatory and supervisory authorities, as well as leading experts from pension funds and research institutions.

Within the framework of the Forum, meetings of the IOPS Technical Committee and the Annual General Meeting were held, during which participants discussed the final amendments to the IOPS Guidelines, as well as mechanisms for their implementation enforcement.

The main topics of discussion included:

- the digitalisation of pensions
- trends in the development of funded pension systems
- supervision of pension pay-outs
- implementation of life-cycle strategies
- promotion of participation in voluntary pension schemes
- the role of pension funds in strengthening capital markets.

FINANCIAL MARKETS WEEK UNDER THE AUSPICES OF IOPS AND OECD IN PARIS

Financial Markets Week was held in Paris, France, under the auspices of the International Organisation of Pension Supervisors (IOPS) and the Organisation for Economic Co-operation and Development (OECD). The event was attended by Ekaterine Tsereteli, Deputy Chairman of the Insurance State Supervision Service of Georgia, and Eter Papiashvili, Head of the Licensing and Registration Division.

Within the framework of the event, delegates from IOPS and OECD member countries discussed recent developments in the regulatory and supervisory pension landscape, IOPS Guidelines, and mechanisms for their further development. Particular attention was devoted to pension regulation and supervisory practices, pension fund governance and risk assessment, supervision of infrastructure investments, and the consideration of alternative investment opportunities.

UNITED STATES NATIONAL ASSOCIATION OF INSURANCE COMMISSIONERS | NAIC

The International Insurance Forum of the National Association of Insurance Commissioners (NAIC) was held in Washington, D.C., United States, and was attended by David Onoprishvili, Chairman of the Insurance State Supervision Service of Georgia, and Ekaterine Tsereteli, Deputy Chairman of the Insurance State Supervision Service of Georgia.

The International Insurance Forum was hosted by Jon Godfread, Commissioner of the North Dakota Insurance Department and President of the NAIC. Within the framework of the Forum, participants discussed:

- challenges facing the modern insurance sector and emerging development trends;
- the impact of artificial intelligence on the insurance industry;
- climate-related risks and sustainability mechanisms;
- the role of alternative investments in a high-interest rate environment;
- innovation and product accessibility in developing markets;
- the impact of demographic changes on the health and pension insurance sectors.

It is noteworthy that NAIC operates a prestigious International Fellows Program, in which a representative of Georgia participated for the first time in the programme's 20-year history. Specifically, Asmat Gulordava, Chief Specialist of the Regulations and EU Legal Approximation Division of the Insurance State Supervision Service of Georgia, completed a five-week professional fellowship at the Connecticut Insurance Department in Hartford, Connecticut. She also participated in the programme's concluding session at the NAIC Capital Markets and Investment Analysis Office in New York.

The programme was led by Andrew N. Mais, Commissioner of the Connecticut Insurance Department, who also served as President of the NAIC.

STRENGTHENING BILATERAL COOPERATION WITH PEER INSTITUTIONS FROM OTHER COUNTRIES

COOPERATION WITH THE AUSTRIAN FINANCIAL MARKET AUTHORITY (FMA)

At the invitation of Peter Braumüller, Executive Director for Insurance and Pension Supervision at the Austrian Financial Market Authority (FMA), David Onoprishvili, Chairman of the Insurance State Supervision Service of Georgia, together with First Deputy Chairman Irakli Tutarashvili and other members of the ISSSG's delegation, paid a working visit to Vienna, Austria.

The working visit aimed to deepen institutional cooperation and facilitate the exchange of international experience in the field of insurance supervision. Meetings with representatives of the FMA were held daily and included practical thematic discussions and presentations.

Participants reviewed and discussed the following issues at the bilateral level:

- the specific features of on-site inspections;
- the submission and subsequent processing of supervisory reports;
- group-wide supervision mechanisms;
- market conduct supervision tools and complaint-handling procedures;
- alternative dispute resolution mechanisms;
- the legal and practical aspects of the liquidation, insolvency, and dissolution of insurers

Within the framework of the working visit, the parties also reviewed the ongoing cooperation between the two institutions and discussed future areas of collaboration.

In addition, representatives of the ISSSG participated in a high-level meeting of insurance supervisors from South-Eastern European and Transcaucasian countries (SEET), organized by the Austrian Financial Market Authority (FMA). During the meeting, David Onoprishvili delivered a presentation outlining the strong and stable performance of the Georgian economy in recent years, as well as the key trends and characteristics of the Georgian insurance market.



In his capacity as moderator, David Onoprishvili chaired the fourth session, which focused on the challenges facing supervisory authorities, institutional strengthening, and employment and training opportunities. During the working visit to Vienna, the Head of the Regulation and International Relations Department of the Insurance State Supervision Service of Georgia, Tamar Shengelia, also participated in the mission.

PARTICIPATION IN INTERNATIONAL RESEARCH INITIATIVES

The ISSSG participated in a joint study conducted by the International Association of Insurance Supervisors (IAIS) and the World Bank on the analysis of protection gaps in natural catastrophe (NatCat) insurance. The study aimed to assess gaps and challenges, particularly in the context of vulnerable regions and emerging markets and developing economies (EMDEs).

The results of the study will be used in the materials prepared by the G20 Sustainable Finance Working Group, as well as in a World Bank report.

During the reporting period, the ISSSG took part in the IAIS 2025 Global Monitoring Exercise, within which the outcomes of sector-wide monitoring were assessed. The objective of this exercise was to identify key risks and trends in the insurance sector.

As a result of the assessment, IAIS prepares a report for each participating jurisdiction, providing an analysis of risks and trends in the national insurance sector.

The ISSSG continues its participation in the Insurance Core Principles (ICPs) self-assessment programme, which is linked to obligations under the EU–Georgia Association Agreement. In 2025, the self-assessment of ICP 13 – Reinsurance and Other Forms of Risk Transfer was conducted, under which Georgia was assessed as “largely observed”.

Under the auspices of the IAIS Executive Committee (ExCo), the ISSSG participated in an innovative consultative study conducted through the “Treehouse” platform, which aimed to assess the effectiveness of IAIS activities and outputs, examine the experience and needs of member authorities, and strengthen member engagement as part of the IAIS 2025–2029 Strategic Plan.

Within the framework of cooperation with the International Organisation of Pension Supervisors (IOPS), representatives of the ISSSG participated in a study initiated by the Organisation for Economic Co-operation and Development (OECD) and the World Bank, which aimed to collect preliminary statistical data for the 2024 pension sector.

Within the scope of the authority granted under the Law of Georgia on Insurance, one of the ISSSG's core functions is the protection of consumer rights and the promotion of fair, transparent, and ethical insurance practices. This area of activity is based on a consumer-centric approach and data-driven analysis, enabling the continuous assessment of both market trends and systemic challenges.

Dynamics and outcomes of consumer complaints

The dynamics of consumer complaints reflect improvements in the protection of consumer rights, increased public awareness, and growing public trust in the Insurance State Supervision Service of Georgia. They also indicate that consumers are more actively use of the protection mechanisms available under the law and are increasingly aware of where to seek assistance in the event of a violation. This represents an important prerequisite for enhancing transparency and promoting fair practices in the insurance market.

In 2025, the number of consumer complaints related to consumer rights protection increased by 60.3% compared to 2024.

During the reporting period, the review of complaint-handling reports of consumer applications and complaints revealed various types of violations. Appropriate sanctions were imposed in accordance with the nature and severity of the violations identified.

General Principles of Ethics and Minimum Standards of Professional Conduct in the insurance sector

To strengthen the consumer protection framework, in 2025 the ISSSG adopted a by-law "On the Approval of the General Principles of Ethics and Minimum Standards of Professional Conduct for Insurers."

The document is based on best practices from developed economies and internationally recognized standards of professional conduct. It also considers the specific characteristics of the local insurance market and key consumer protection priorities.
The objective of the normative act is to establish and ensure a uniform minimum standard of ethical governance and professional conduct within insurance companies. In particular, it aims to:

- protect consumers' rights and interests;
- strengthen public trust;
- enhance the reputation of insurance companies;
- promote transparent, fair, and ethical business practices;
- support the stable and efficient functioning of the insurance sector.

The by-law establishes the general principles of ethics and the minimum standards of professional conduct that insurers are required to observe throughout all stages of their insurance activities.

In accordance with the by-law, insurers are required to:

• provide consumer-oriented, fair, and transparent services;
• act honestly, diligently, and in the best interests of consumers;
• ensure equal treatment in full compliance with the principle of non-discrimination, uphold the principles of fairness, and refrain from giving preference to the interests of one consumer over those of another on any grounds;
• adhere to ethical principles when using artificial intelligence and information technologies;
• provide consumers with complete, clear, and accurate information to enable informed decision-making;
• assess consumers' needs, objectives, and requirements, and offer appropriate products in a clear and transparent manner;
• ensure the security of personal data and confidential information;
• maintain the confidentiality of information and personal data relating to current and former consumers, except where the consumer has provided consent and/or disclosure is permitted by law;
• handle insurance claims and complaints in a timely, efficient, and transparent manner, in full compliance with applicable legal requirements.

All insurance companies licensed in Georgia were also required to:

• Develop and adhere to a Code of Ethics and Professional Conduct in accordance with the established requirements;

• Ensure that all employees are familiar with the Code;

• Integrate the requirements of the Code into their daily operations and establish internal control mechanisms to ensure its effective implementation.

To facilitate the practical implementation of ethical standards, the ISSSG issued guidance on the General Principles of Ethics and Minimum Standards of Professional Conduct in the insurance sector. The document covers both national practice and international experience, including relevant European Union regulatory frameworks and the views of the International Association of Insurance Supervisors (IAIS) on ethics and corporate culture.

In insurance relationships, the insurer is obliged to:

• Provide consumers with complete and comprehensive information regarding the insurance terms and conditions.
• Ensure consumers have free and easy access to the insurance terms and conditions.
• Review consumer complaints within a reasonable period (not exceeding 30 calendar days) and inform consumers of the outcome.
• Ensure accessibility to the procedure for reviewing complaints submitted against the insurance company.

• In the event of a dispute with an insurance company, consumers may apply to:
The insurance company's complaints handling unit, which may uphold the claim in full, partially satisfy the claim, or leave its decision unchanged. This service is provided free of charge.

• **Insurance mediation** for the purpose of reaching an amicable settlement with the insurer. While the mediator does not adjudicate the dispute, its involvement may facilitate a mutually acceptable resolution. This service is provided free of charge.
• **The Insurance State Supervision Service of Georgia,** which reviews complaints concerning the protection of consumer rights by insurers and issues recommendations. This service is provided free of charge.
• **The Common Courts of Georgia,** which have jurisdiction to hear and resolve disputes.

National Consumer Rights Protection Strategy

The first National Consumer Rights Protection Strategy, supported by the Government of Georgia, covers the period 2024–2027 and brings together the coordinated efforts of six regulatory bodies operating in Georgia.

• The objective of the Strategy - to ensure the equal and systematic protection of consumers' individual and collective interests at the national level, in line with international standards. It also aims to identify challenges within the sector and ensure timely responses to them.
• The Strategy is based on the principles of coordinated action and strengthened institutional cooperation, under which regulatory bodies work through a shared vision and consistent activities to ensure the effective protection of consumer rights throughout the country.

In 2025, all activities planned under the Strategy were implemented in full, achieving a 100% implementation rate.

The activities included:

o improving the legal framework for consumer rights protection;
o implementing consumer education and awareness-raising initiatives;
o preparing and updating informational and educational materials;
o strengthening international cooperation and sharing best practices;
o organizing activities both at the central level (in Tbilisi) and through public information sessions held in the regions.

At the end of 2025, the Strategy's Steering Committee reviewed the results achieved, discussed emerging trends and existing challenges, and approved the Action Plan for 2026.

Identify your needs, set your priorities, make informed decisions, and insure your future
In the case of voluntary insurance, the terms and conditions of coverage, insured risks, exclusions, and claims procedures are determined by the contract (insurance policy) concluded between the policyholder and the insurer. Therefore:

• Before purchasing an insurance policy, ask questions and obtain clear answers.

• Carefully review all documents provided by the insurer.

• Make sure you fully understand what is not covered under the policy by reviewing the exclusions.

Consumers have the right to request and receive:

o Detailed, accurate, and non-misleading information about the insurance terms and conditions before entering a contract.
o A document outlining the Key Terms and Conditions of the Contract, containing essential information about the insurance product and all documents forming part of the insurance contract.
o An Insurance Product Information Sheet.
o Information and explanations regarding any amendments or updates to the terms and conditions made by the insurer.
o All necessary documents related to the insurance contract, in a durable medium and free of charge, within a reasonable period.

Insurance may be purchased through:
• An insurance company;
• An insurance agent;
• An insurance broker.

Insurance companies actively use modern digital technologies for the sale of insurance policies, enabling consumers to purchase insurance:

• Online, through the insurer's website;
• Via mobile applications;
• Through self-service payment terminals;
• Via Facebook chatbots.

Insurance protects consumers against unexpected expenses and unforeseen risks!

PROMOTING FINANCIAL LITERACY AND STRENGTHENING INSURANCE CULTURE

By decision of the Insurance State Supervision Service of Georgia, 2 May was declared Insurance Day, and in 2025 it was marked for the fourth time in Georgia in a week-long format. With the participation of the ISSSG's representatives, activities were carried out both in Tbilisi and in the regions.

At the event held on 2 May, the Chairman of Insurance State Supervision Service of Georgia, David Onoprishvili, highlighted key priority areas, including raising awareness of insurance, supporting the promotion of insurance, and informing citizens about their rights.



At the event held in Tbilisi, speeches were delivered by Mikheil Sarjveladze, Minister of Internally Displaced Persons from the Occupied Territories, Labour, Health and Social Affairs of Georgia; David Songulashvili, Minister of Environmental Protection and Agriculture of Georgia; Irakli Nadareishvili, Deputy Minister of Economy and Sustainable Development of Georgia; Shota Berekashvili, Chair of the Sectoral Economy and Economic Policy Committee of the Parliament of Georgia; Natia Turnava, President of the National Bank of Georgia; and Irakli Lekvinadze, Chairman of the Georgian Competition and Consumer Agency.

Within the framework of the event, a panel discussion was held with the participation of insurance organisations, including JSC Insurance Company Aldagi, JSC BB Insurance, the Insurance Union, the Compulsory Insurance Center, and GrECo Georgia Insurance and Reinsurance Brokers LLC.

REGIONAL WORKING MEETINGS IN KUTAISI

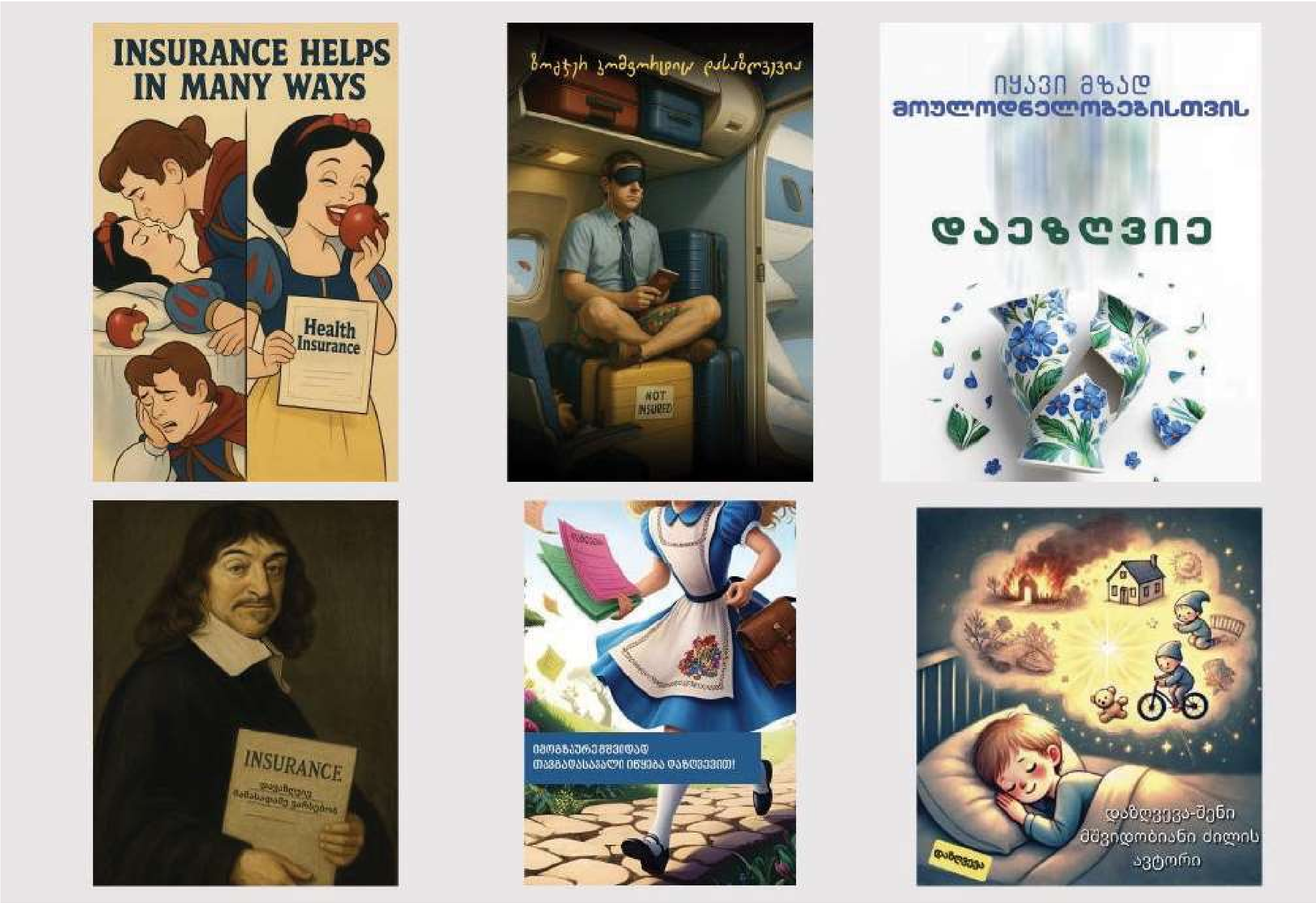
Representatives of the ISSSG held meetings with graduating students of Public School No. 41 named after Andria Razmadze (specializing in physics and mathematics) and students of Kutaisi International University.

During the meeting with students, particular attention was given to the importance of insurance in the modern economic environment. Participants received information on how insurance protects individuals' financial interests, mitigates risks, and contributes to stability at both the personal and business levels.

The meeting covered a range of topics, including the role of actuaries, the main types of insurance, the structure of the insurance market, and supervisory mechanisms. Discussions also focused on career opportunities in the insurance sector, professional development, and the importance of financial literacy. The meeting contributed to raising insurance awareness among young people and encouraged their active engagement in development within the financial and insurance sectors.

“IF THE FUTURE IS INSURED” INFORMATION CAMPAIGN

As part of Insurance Day, and with the support of the National Bank of Georgia’s financial education portal and insurance companies, the ISSSG organized a poster competition entitled “If the Future is Insured”, aimed at raising awareness about insurance.



The winners were selected in two categories: Consumers’ Choice and Insurance Company’s Choice. The competition was supported by JSC Basisbank, JSC Wizer (PSP Insurance), JSC Insurance Company Euroins Georgia, JSC Insurance Company Imedi L, JSC Insurance Company Aldagi, and JSC Risk Management and Insurance Company Global Benefits Georgia.

ONLINE WORKING SESSIONS

Throughout the Week, live online sessions were conducted through the National Bank of Georgia's financial education platform, Finedu (www.finedu.gov.ge), and the ISSSG's official website (www.insurance.gov.ge). The sessions covered the following topics:

- Voluntary pension system
- Motor insurance coverage
- Third-party liability insurance
- Health insurance contracts – two sides of the coin
- Consumer rights and regulatory authorities

As part of the Insurance Day campaign, various educational materials related to insurance were prepared and published on the Finedu website. These included brochures such as Myths and Facts, The Insurance Equation, and Insurance Tips, as well as educational video materials developed with the involvement of the National Bank of Georgia and the support of German Sparkassenstiftung for International Cooperation (DSIK).

The primary objective of Insurance Day Week was to enhance financial and insurance literacy, raise public awareness of the importance of insurance, encourage the engagement of various target groups, and provide practical knowledge on topics such as the role of actuaries, insurance products, market structure, and consumer rights.

3RD INTERNATIONAL CONSUMER PROTECTION WEEK

The 3rd International Consumer Protection Week was held from 10 to 15 March 2025 and was jointly organized by the Insurance State Supervision Service of Georgia, the Georgian Competition and Consumer Agency, the Georgian National Energy and Water Supply Regulatory Commission, the National Bank of Georgia, the Georgian National Communications Commission, and the National Food Agency of Georgia.

The participants were addressed by the Chairman of the Insurance State Supervision Service of Georgia, David Onoprishvili, who spoke about key activities undertaken in the insurance sector to protect consumer rights, the results achieved, existing challenges, and planned future initiatives.

Particular emphasis was placed on the growing development of the insurance sector, activities implemented to strengthen financial literacy, and the establishment of high standards of consumer protection. Attention was also drawn to the minimum requirements introduced for travel insurance, the new Law of Georgia on Voluntary Private Pension, and various formats of cooperation with international partners.

AWARENESS RAISING ACTIVITIES WITH THE PARTICIPATION OF TARGET GROUPS

Workshops and information meetings with consumers were held in Tbilisi, Akhalkalaki, Zugdidi, and Batumi. In a panel discussion format, representatives of six regulatory bodies provided participants with detailed and practical information on key issues of interest, including how to protect their rights, and which authorities to contact and in what form in case of violations.

Participants of the Week included representatives of regulatory bodies, members of the Parliament, central and regional government officials, representatives of international organisations, the Union of the Deaf of Georgia and the Georgian Blind Union, as well as representatives of ethnic minorities, the business sector, academia, and non-governmental organisations.

Within the framework of planned events in Tbilisi and the regions, the Head of the Legal Department of the ISSSG, Nino Niavadze, and the Head of the Licensing and Registration Division, Eter Papiashvili, delivered presentations.

Within the scope of the initiative, informational brochures prepared in Braille and video materials adapted into sign language were developed, and their distribution continued throughout the year on a continuous basis. This initiative aims to ensure equal access to information and strengthen an inclusive environment, which represents an important direction of the state policy on consumer protection. The implemented activities contribute to the practical realization of the principle of equality and the enhancement of accessibility standards in insurance services.

ACTIVITIES IMPLEMENTED AT THE LOCAL LEVEL

Meeting of the Supervisory Board of the Insurance State Supervision Service of Georgia at the Parliament of Georgia

A meeting of the Supervisory Board of the Insurance State Supervision Service of Georgia was held at the Parliament of Georgia. During the meeting, the Chairman of the Insurance State Supervision Service of Georgia, David Onoprishvili, presented to the Board members the 2024 Insurance Sector Report, the results of the first five months of 2025, and the ISSSG's Development Strategy for 2025–2029.



Within the framework of the presented report, particular attention was paid to the financial soundness of the sector, trends in solvency indicators, the strengthening of consumer protection mechanisms, as well as the enhancement of supervisory practices and further alignment of regulation with international standards. The 2025–2029 Development Strategy outlines the ISSSG's priority areas, including institutional development, the strengthening of risk-based supervision, and the promotion of financial literacy.

The meeting was attended by the Chair of the Supervisory Board, Paata Kvizhinadze, and Board members: Lasha Khutsishvili, Minister of Finance; David Songulashvili, Minister of Environmental Protection and Agriculture; Mikheil Sarjveladze, Minister of Internally Displaced Persons from the Occupied Territories, Labour, Health and Social Affairs; Irakli Nadareishvili, Deputy Minister of Economy and Sustainable Development; Samson Pkhakadze, President of the Business Association; and Elguja Meladze, President of the Employers' Association.

Ensuring personal data protection

To enhance staff qualifications and strengthen institutional capacity, a series of workshops on personal data protection were actively conducted for the ISSSG's employees throughout 2025.

The purpose of these workshops was to identify, assess, and mitigate risks; ensure compliance with the Law of Georgia on Personal Data Protection; and discuss practical topics tailored to the ISSSG's day-to-day operations and institutional needs.

Implementation of information security standards

In 2025, the ISSSG initiated the implementation of an Information Security Management System, incorporating the requirements of the Law of Georgia on Information Security, relevant secondary legislation, and the international ISO/IEC 27001 standard. The implementation of high information security standards will help reduce the risks of unauthorized access, information leakage, data loss, disruption of IT systems, and other security-related incidents.

During the reporting period, a series of information security workshops were conducted for employees of the Insurance State Supervision Service of Georgia.

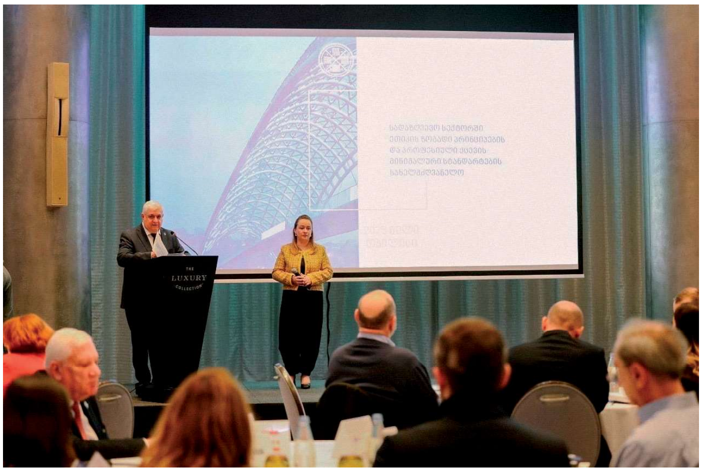
The purpose of these workshops was to raise employees' awareness of information security, strengthen their ability to assess risks effectively, and foster a culture in which information security becomes an integral part of daily work practices.

Presentation of the General Principles of Ethics and Minimum Standards of Professional Conduct

To support the sustainable development of the insurance sector, protect consumer interests, and promote high professional standards within the industry, the Insurance State Supervision Service of Georgia organized a presentation of the General Principles of Ethics and Minimum Standards of Professional Conduct in the Insurance Sector.

The document has been developed as a guiding framework for insurers, setting out the ethical foundations of customer relations, minimum standards of professional responsibility, and principles of conduct that constitute an essential prerequisite for the development of a fair, transparent, and trustworthy insurance market.

The event was opened by the Chairman of Insurance State Supervision Service of Georgia, David Onoprishvili, who delivered welcoming remarks to the participants. Speakers at the presentation included: Rati Ionatamishvili, Chair of the Human Rights and Civil Integration Committee of the Parliament of Georgia; Tamar Zambakhidze, Judge of the Supreme Court of Georgia; judges of the Chamber for Civil Cases of the Tbilisi City Court — Irakli Kopaliani, Shorena Jankhoteli, and Tamar Lakerbaia; Associate Professor Natalia Motsonelidze; Devi Khechinashvili, Chairman of the Board of the Georgian Insurance Association; and Lasha Nikoladze, Chairman of the Insurance Union. The discussion was moderated by Nino Niavadze, Head of the Legal Department of the Insurance State Supervision Service of Georgia.



The document includes an analysis of national practice, a review of international experience, the European Union regulatory framework, codes of ethics applied across Europe, and relevant institutional models.

The objective of the document was to establish a common ethical framework for the sector and strengthen consumer protection mechanisms, thereby enhancing public confidence in the market and promoting the development of a responsible insurance culture.

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