



Complaints management Procedure

Procedure and contact details for transmitting complaints.

In execution of the IVASS Regulation 46/2016 – Complaints Management, P.L. Ferrari & Co S.r.l. clients that retain to be unsatisfied with the service they have received have the possibility, independently to contacting the competent Judicial Authority, to send a written notification regarding their claim relative to either the contractual relationship and/or the handling of a claim, to the attention of the Complaints Function using one of the following modes and one of the addresses set out below:

Ordinary or registered post	Fax	Certified electronic mail (pec)
Via San Bartolomeo degli Armeni, 5, 16122, Genoa (GE) - Italy	+39 010 8333 340	complaints@pec.plferrari.com

The Function appointed for the management of complaints is outsourced and the responsible subject of such function is Mr. *Pier Paolo Beatrizotti*. The internal supervisor identified for the verification of the complaints process outsourcing is Mr. *Marco Mancini*.

The complainant, in compliance with the complaints transmission model produced by IVASS, available at the following link: https://www.ivass.it/consumatori/reclami/Allegato1_Guida_ai_reclami.pdf, has to indicate his name, surname, address, a contact phone number, the subject on which the complaint is based, a brief description of the motivations for the complaint, the insurance policy subject of the complaint including all such other documentation useful for the description of the complaint.

The Complaints Function will provide a written reply within 45 days from the date of receipt of the complaint.

The insured have furthermore the possibility, if they consider not to be satisfied with the conclusion to the complaint or in absence of a reply from the broker or the insurer within the end of the 45 days from the date of receiving the complaint on the part of the broker to approach IVASS, Servizio Vigilanza Intermediari, Via del Quirinale, 21, 00187, Rome – Italy (Fax: +39 06 42133206, certified electronic mail (pec): tutela.consumatore@pec.ivass.it), completing the appropriate module available at the following link: https://www.ivass.it/consumatori/reclami/Allegato2_Guida_ai_reclami.pdf, attaching copies of the relating complaint notified/treated and potential response of the broker.

The rightsholders can refer to the Judicial Authority or to alternative systems capable of solving disputes, such as for example, the possibility to refer to the Mediation Body that is based at the Chamber of Commerce of Genoa or of the city where the registered office/residence of the complainant is.

In case of partnerships with other brokers in the performance of the brokering activity, according to Art. 22 of the Legislative Decree 179/2012, complaints are managed by the broker who has the direct relationship with the insurance company, which will have to communicate the outcome of the complaint itself.

The contracting and insured parties that feel they have sustained a damage from the behaviour of the broker or its employees or partners, can claim compensation from the broker itself, who has and adequate insurance cover, or in case of inaction by the broker, they can refer to the Guarantee Fund for insurance and reinsurance brokers activity at Consap S.p.A. Via Yser, 14, 00198 Roma – Italia. Tel. +39 06 857 961. Email: segreteria.fgs@consap.it.