

COMPLAINTS MANAGEMENT PROCEDURE

➤ INTRODUCTION

Ital Brokers S.p.A, with its registered office in Milan, via della Chiusa 15, 20123 and VAT number 08536311007, registered in the Single Register of Intermediaries (RUI) under number B000059359 and subject to supervision by IVASS, makes available on its website, in accordance with Regulation 24/2008 and subsequent amendments, the procedure for managing complaints.

➤ PARTIES ELIGIBLE TO FILE A COMPLAINT

A complaint can be filed by contractors, insured parties, beneficiaries, or those who have suffered damages or any third party, who believe they are entitled to have their complaint handled by the Broker or the insurance company.

➤ DEFINITIONS

➤ Complaint: A complaint is considered to be a written declaration of dissatisfaction against an insurance company, an insurance intermediary, or a registered intermediary relating to an insurance contract or service. Requests for information or clarification, or claims for compensation, or contract execution requests are not considered complaints.

➤ Complainant: The complainant is the individual who is entitled to demand the handling of the complaint by the insurance company, the insurance intermediary, or the intermediary listed in the attached register (contractor, insured, beneficiary, damaged party). The reference regulation is 24/2008 and subsequent amendments.

➤ COMPLAINT SUBMISSION PROCEDURE

To file a complaint, the complainant must provide:

1. Name, surname (or company name in the case of companies) and domicile of the complainant, preferably with a telephone number;
2. Identification of the person or persons against whom the complaint is made;
3. A brief and comprehensive description of the complaint and the number of the insurance contract concerned;
4. Any documentation deemed useful to better explain the circumstances of the complaint.

➤ METHODS OF SUBMITTING COMPLAINTS

Complaints can be submitted through one of the following methods:

- ✚ [Ordinary or registered letter with return receipt](#) to the address: Via Albaro 3, 16145, Genoa, c.a. Ms. Angelina Neri.
- ✚ [Email: angelina.neri@italbrokers.com.](mailto:angelina.neri@italbrokers.com)
- ✚ [Certified Electronic Mail \(PEC\): italbrokers@pec.net.](mailto:italbrokers@pec.net)

➤ **TIMELINES AND RIGHTS OF THE COMPLAINANT**

The insurance broker is obliged to respond in writing within 45 days of receiving the complaint. If the complainant is not satisfied with the response received, or if there is no response within the stipulated period, they have the right to submit the complaint to IVASS (Institute for the Supervision of Insurance), at the following contacts:

- ✚ [Address: Via del Quirinale n. 21, 00187 Rome](#)
- ✚ [Fax: +39 06 42133206](tel:+390642133206)
- ✚ [Certified email \(PEC\): ivass@pec.ivass.it](mailto:ivass@pec.ivass.it)

[Website for information: www.ivass.it](http://www.ivass.it)

In the event that the complaint is submitted to IVASS, the complainant must attach all the documentation related to the complaint handled by the broker or the insurer, allowing IVASS to have a complete view of the situation and act accordingly.

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