COMPLAINT SUBMISSION FORM

NOTICE

USE OF THIS FORM IS RECOMMENDED TO ALLOW THE COMPLAINT HANDLING PROCEDURE TO BEGIN PROMPTLY. THIS FORM SETS OUT THE MOST APPROPRIATE WORDING FOR COMPLAINTS SUBMITTED TO THE BROKER AND IS AVAILABLE ON THE COMPANY'S WEBSITE

THE FORM MUST BE SENT TO THE BROKER BY ONE OF THE FOLLOWING MEANS

- □ E-mail: gestionereclami@gbsapri.it
- □ Registered mail with return receipt to: Viale Erminio Spalla n. 9 00142, Roma

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COMPLAINANT'S DETAILS

Surname and First Name	
Company Name	
Place / Date of Birth	
Tax Code/VAT No.	
Residence/Registered Office	
City and Postcode	
E-mail address	
PEC	
Telephone Contacts Tel/Fax	
Submits the complaint in the capacity of	□ Policyholder □ Insured □ Injured Party □ Beneficiary

DETAILS OF THE PERSON SUBMITTING THE COMPLAINT*:* if the complaint is submitted through a law firm/association or another party, enter their contact details in the space below

Name	
Address	
PEC	

Telephone Contacts	
Tel/Fax	
Submits the complaint in the capacity of	□ Complainant □ Lawyer □ Consultant □ Consumer associations/collective interest bodies □ Other party

PARTY COMPLAINED AGAINST

	Conduct of the Broker as intermediary
	Conduct of the Broker's employees State the name of the person
	Conduct of the Broker's collaborators State the name of the person

SUBJECT OF THE COMPLAINT

	Disputes concerning pre-contractual and contractual disclosures
	Disputes concerning failure to perform or incorrect performance
	Dispute concerning the execution of unauthorised transactions
	Other

GROUNDS FOR THE COMPLAINT (detailed and clear description of the complaint)

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DECLARATION AND ATTACHMENTS

The undersigned, Surname_____ First Name_____ declares that the complaint/dispute has not already been brought to the attention of the Supervisory Authority (IVASS) or referred to the judicial authority or to other out-of-court dispute resolution systems.

Attachments:

1) Photocopy of the complainant's identity document
2) Other documentation (please specify)

Date Signature of the submitting party

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Information on the processing of personal data pursuant to Articles 13 and 14 of Regulation (EU) 2016/679

The ***Broker*** informs you that, pursuant to Articles 13 and 14 of Regulation (EU) 2016/679, the personal data you provide by completing this form will be acquired by the Broker in order to initiate the related complaint handling procedure.

The personal data acquired will be collected in a database and may be processed by the Broker and by the appointed Complaints Office, operated by ACB, Associazione di Categoria Brokers di Assicurazioni e Riassicurazioni (the Italian trade association of insurance and reinsurance brokers), with registered office at Via Elba 16, 20144 Milano, VAT No. 12075130158, Tax Code 97170100156.

Purposes: the data may be processed by manual and/or electronic means for the following purposes: 1. sending you communications and information relating to the complaint you have submitted; 2. statistical processing (in anonymous form) required for the Broker's internal reporting.

Data Controller: the data controller is the Broker – in the person of its legal representative pro tempore, based in Roma, Viale Erminio Spalla n. 9 – 00142, whom you may contact in relation to the aforesaid processing of your data.

Processing methods: personal data are processed by automated means for the time strictly necessary to achieve the purposes for which they were collected. Specific security measures are applied to prevent the alteration and/or loss of data, unlawful or incorrect use and unauthorised access.

Rights of data subjects: the persons to whom the processed data refer have the right, at any time, to request from the Data Controller access to the personal data concerning them, the rectification and/or completion of inaccurate personal data, the erasure of the data (the so-called "right to be forgotten"), the restriction of and/or objection to processing, as well as the right to request data portability.

This information notice on the processing of personal data may be revised and updated in accordance with the applicable legislation.

Signing at the foot of this document authorises the Broker to process your

personal data.

Date

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Signature of the submitting party

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