

Complaints processing

Methods for transmitting complaints and contact details:

The policyholder, the insured, the beneficiary and the injured party have, in addition to the possibility of appealing to the judicial authorities, the right to submit a written complaint to the intermediary or the insurance company.

The head of the complaints handling department at Assiconsult GmbH is Mr Harald Gruber. The function of complaint management is not outsourced.

Complaints to the mediator can be sent to the following addresses:

How to submit the complaint and contact details:

- ✓ Ordinary or registered mail: Assiconsult GmbH, Esperantostr. 1, 39100 Bolzano
- ✓ E-mail to the address: reclamo@assiconsult.com
- ✓ Certified e-mail: info@pec.assiconsult.com

The intermediary is obliged to reply in writing within 45 days from the date of receipt of the declaration.

Complaint:

The policyholder, the insured, the beneficiary and the injured party also have the possibility to contact IVASS (Servizio Vigilanza Intermediari, Via del Quirinale 21 00187 Rome, fax: 06 42133206, pec: ivass@pec.ivass.it, www.ivass.it) if they are not satisfied with the outcome of the complaint or if the intermediary or the insurance company does not react within the legal deadline (45 days from the date of receipt of the complaint by the intermediary). Please enclose the documentation on the complaint, which was handled by the agent or the main company. The information is included in the procedure for lodging complaints in the case of free cooperation relations, pursuant to Article 22, paragraph 10, Legislative Decree 179/2012, Law 221/2012.