

<b>ADR scheme</b>	
EU/EEA member state	<b>ITALY</b>
Name in original language	Istituto per la Vigilanza sulle Assicurazioni (IVASS)
Name in English	IVASS – Insurance Supervisory Authority
<b>Contact details for consumers</b>	
Address	Via del Quirinale 21, IT-00187 Roma
Phone number	+39 06 421 331
Fax number	+39 06 42 133 206
E-mail address	<a href="mailto:scrivi@ivass.it">scrivi@ivass.it</a> / PEC: <a href="mailto:ivass@pec.ivass.it">ivass@pec.ivass.it</a>
Website address	<a href="https://www.ivass.it/">https://www.ivass.it/</a>
<b>How the ADR scheme works</b>	
Type of ADR scheme	<input checked="" type="checkbox"/> public <input type="checkbox"/> private <input checked="" type="checkbox"/> established by law <input type="checkbox"/> voluntary
Limits	
Are there prior formalities to be complied with?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no communications in writing (pec, telefax or post)
Does the consumer have to pay a fee?	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no
If the consumer has to pay a fee, how much is it (in euro)?	
Does the ADR scheme answer enquiries about its work?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no
Does the ADR scheme try to help the parties reach a negotiated settlement?	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no
Does the ADR scheme issue a decision upholding or rejecting the complaint?	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no
If the ADR scheme issues a decision, what is its effect?	<input checked="" type="checkbox"/> recommendation, not binding on either party <input type="checkbox"/> binding on the financial institution but not the consumer <input type="checkbox"/> binding on both the financial institution and the consumer
Any necessary explanation about the decision	
Average time for ADR scheme to resolve a complaint	
<b>Language(s) in which the ADR scheme operates</b>	
Language(s) in which a complaint can be made	Italian and English
Language(s) in which any decision can be issued	Italian and English
<b>Observations</b>	
Any additional useful information not already covered by the other sections of this form	