

<b>ADR scheme</b>	
EU/EEA member state	<b>ITALY</b>
Name in original language	Arbitro Bancario Finanziario (ABF)
Name in English	ABF – Banking and Financial Ombudsman
<b>Contact details for consumers</b>	
Address	Via Venti Settembre, 97/e, IT-00187 Roma
Phone number	+39 06 479 29235
Fax number	+39 06 479 294208
E-mail address	roma.abf.segreteriatecnica@bancaditalia.it SERVIZIO.TUC.ARBITRO_BANCARIO_FINANZIARIO@bancaditalia.it
Website address	<a href="http://www.arbitrobancariofinanziario.it">www.arbitrobancariofinanziario.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	<p>If the claimant's request concerns the payment of a sum of money, regardless of the cause, the competence of the ABF is limited to no more than EUR 200 000.</p> <p>Until 1.10.2022, no dispute concerning transactions or actions pre-dating 1.1.2009 may be submitted.</p>
Are there prior formalities to be complied with?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no In order to appeal to the ABF, the customer must have already gone through the intermediary's own complaint procedure.
Does the consumer have to pay a fee?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no
If the consumer has to pay a fee, how much is it (in euro)?	EUR 20 If the deciding body finds for the appeal, even in part, the intermediary must repay the claimant for the contribution.
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 checked="" type="checkbox"/> yes <input type="checkbox"/> no If according to the ABF case law the complaint would be upheld but only partially, the Chair of the Territorial Panel may propose an early resolution of the dispute to the parties on an agreed basis.
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Does the ADR scheme issue a decision upholding or rejecting the complaint?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no
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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
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Any necessary explanation about the decision	An intermediary who does not comply with the decision or does not cooperate with the procedure is considered non-compliant. Notice of its non-compliance is published on the website of the intermediary for six months and also on the ABF's website for five years. Furthermore, the Banca d'Italia examines and assesses the outcomes of the appeals for aspects that may be relevant to banking and financial supervision.
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Average time for ADR scheme to resolve a complaint	A period of 90 days from the date of completion of the complaint file is provided for communicating the result of the dispute, which can also involve sending the outcome of the dispute alone; in this case, there is a deadline of 30 days for sending the decision, including the reasoning. The term of 90 days may be extended for a total period not exceeding 90 days overall if your dispute is particularly complex. In 2019, the average time required for the resolution of a complaint by the ABF was 209 days (net of any period of suspension provided for by the ABF's Provisions).
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<b>Language(s) in which the ADR scheme operates</b>	
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Language(s) in which enquiries and/or a complaint can be made	Italian, English
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Language(s) in which any decision can be issued	Italian
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<b>Observations</b>	
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Any additional useful information not already covered by the other sections of this form

Complaints may be filed online using the ABF Web Portal; further information on how to file a complaint is available on the ABF website, also in English.  
The Banca d'Italia publishes an annual report on the activity of the ABF; an abridged version of the annual report is also available in English.