



BANCA AKROS

REPORT ON COMPLAINT HANDLING ACTIVITIES YEAR

2019

The provisions of the Bank of Italy of 29 July 2009 concerning the 'Transparency of banking and financial transactions and services - Correctness of relations between intermediaries and customers' envisage, on the subject of complaints, the annual preparation and publication of 'a report on complaint-handling activities and related data'.

The issue of complaints is increasingly important for BANCA AKROS. One of the cornerstones of the corporate strategy is to **listen to and resolve problems reported by customers**. Complaints are also an important **source of information on possible areas of concern**. They allow us to remove possible inefficiencies, improve the quality of services offered and re-establish or develop the relationship with the Customer, limiting possible reputational risks.

Complaints received by BANCA AKROS are processed, as of 1 January 2019, by BANCO BPM's Complaint Handling structure, and this allows:

- unambiguous, **careful and timely handling of the requests received**;
- monitoring compliance with the response times set out in the regulations, seeking, where possible, to further reduce these times in the belief that **speed of response is an essential lever in relations with customers**;
- the **pursuit of customer satisfaction and trust**.

Some information regarding the Complaint Handling Process and some detailed data on the activities carried out in 2019 are given below.

BANCO BPM's Complaint Handling structure is dedicated to receiving and handling complaints submitted by Customers¹ of BANCA AKROS. You may alternatively use one of the following methods to submit a written complaint:

- 1) **Email: in the 'Complaints' section on the BANCA AKROS website, at the following email address: reclam@bancobpm.it;**
- 2) **By letter:** by hand delivery against receipt at any of our Branches;
- 3) By ordinary mail or preferably by registered letter A/R to the office address: BANCA AKROS c/o BANCO BPM Gestione Reclami Via Polenghi Lombardo 13 26900 Lodi;
- 4) **By certified email**, using the address reclami@pec.bancobpm.it or reclamiinvestimenti@pec.bancobpm.it.

The complaint response time is 30 days from receipt if the complaint is related to banking transactions and services; 60 days from receipt of the request if the complaint is related to investment services; 45 days if the complaint is related to insurance products; 15 working days (as per Article 101 c2 of EU Directive 2015/2366 (PSD2)) if the complaint is related to payment services.

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In 2019, a total of two complaints were **received** by BANCA AKROS concerning the application of withholding taxes on third party bonds.

Two **complaints were processed** in 2019, two (0% upheld/partially upheld) while **took 52. days** on average to process **complaints**.

¹ Customers' interaction with the personnel in charge of handling complaints is free of charge, except for the costs normally associated with the means of communication used if permitted by law (e.g. the cost of a telephone call at non-price-increasing rates), as per the Bank of Italy's Transparency Provisions of 29/7/2009 and updates (section XI paragraph 3).