

TRANSPARENCY OF BANKING AND FINANCIAL SERVICES TRANSACTIONS
CORRECTIONS OF THE RELATIONSHIPS BETWEEN INTERMEDIARIES AND CLIENTS

REPORT ON THE ACTIVITIES FOR MANAGING COMPLAINTS RECEIVED IN 2017

The Supervisory Instructions of the Bank of Italy issued on July 29, 2009 and subsequent modifications and supplements regarding the “Transparency of banking and financial services transactions” require the preparation of an annual report on the activity for the management of complaints relating to banking and financial services transactions.

In the period between January 1, 2017 and December 31, 2017, there were n° 3 complaints received from the clientele.

Complaints by type of product	Number of complaints	% of total
Non-recourse purchases	0	-
Management	0	-
Online Deposit Account	3	100%
Total	3	100%

Outcome of complaints

Details of complaints management	Number of complaints	% of total
Accepted/Partially accepted	3	100%
Not accepted	0	-
Annulled	0	-
Under examination at December 31, 2017	0	-
Total	3	100%

Moreover, none of Banca Farmafactoring S.p.A.’s customers has brought a case before the Banking and Financial Arbiter.

Milan, February 28th, 2018

Banca Farmafactoring S.p.A.