



**MONTE  
DEI PASCHI  
DI SIENA**  
BANK SINCE 1472

## **INFORMATION ON THE HANDLING OF CUSTOMER COMPLAINTS AT BANCA MONTE DEI PASCHI DI SIENA**

This communication, intended to inform customers of the procedures and time frames for dealing with complaints, is a summary of the internal procedures adopted by Banca Monte dei Paschi di Siena in this regard. It also aims to comply with Article 17 of the Regulations issued by the Bank of Italy and Consob pursuant to Articles 6, paragraph 2-bis, and 201, paragraph 12, of Legislative Decree no. 58 of 24 February 1998, as well as the prudential regulations of the Bank of Italy and those issued by IVASS - *Istituto per la Vigilanza sulle Assicurazioni* - in ISVAP Regulation no. 24 of 19 May 2008.

The document is available in all branches and on the Bank's website.

The Montepaschi Group has always been committed to meeting the needs of its customers, taking the utmost care to ensure their complete satisfaction.

At all levels of the organisation, the Group is rooted in the conviction that there can be no real, effective and sustainable growth if business processes do not place the customer at the centre of the value chain.

This commitment, grounded in the Group's Charter of Values and Code of Ethics, is reflected in the design of our products and services, which is consistently focused on improving quality. More importantly, it is reflected in our relationships with customers, ensuring that we always deliver products and services that best meet their needs and preferences.

Due to the high volume of transactions carried out by the Bank daily, it is possible that, despite our best efforts, a customer's expectations may not be fully met, leading to dissatisfaction among those who feel that they have not received the expected standard of service.

In such cases, the customer's cooperation is essential to enable the Bank to identify and address the causes of dissatisfaction. This approach allows us to meet the individual's needs and to implement appropriate measures to improve our business processes.

In particular, customers who feel that they have not received a level of service that meets their expectations may contact their Branch/Specialist Centre, indicating the reasons for their dissatisfaction and suggesting possible remedies.

If, for any reason, it is not possible to resolve the issues that have arisen, the customer may submit a written complaint to the Bank's Complaints Department, using one of the following methods:

- Online form available on the Bank's website;
- E-mail to: [reclami@mps.it](mailto:reclami@mps.it);
- Certified email (PEC) to: [customercare@postacert.gruppo.mps.it](mailto:customercare@postacert.gruppo.mps.it);
- Ordinary mail, with postage paid, addressed to Banca Monte dei Paschi di Siena – Complaints Department - Viale Pietro Toselli, 60 - 53100 Siena;
- Direct delivery to their Branch/Specialist Centre.

Customers who submit a complaint by ordinary e-mail, ordinary post or using the online form will be informed by e-mail or ordinary post that the complaint has been “received”. For complaints received through other channels (e.g., certified e-mail, branches, etc.), the customer will be deemed to have already been informed accordingly (e.g., through the guaranteed delivery of certified e-mail or through direct interaction with branch staff, who will return a signed and dated copy of the complaint to the customer).

In the customer’s interest, the complaint must include at least the following information:

- Customer identification details (name, surname, date and place of birth, tax code, address and, for companies, the company name and VAT number);
- Branch of the business relationship;
- Relationship identification number (current account, securities deposit, or other);
- Contact telephone number and e-mail address where the customer can be reached;
- Clear description of the product/service provided by the Bank and the reasons why the customer is dissatisfied;
- Any documentation supporting the disputed facts.

For telephone enquiries regarding complaints, please consult the “CONTACTS & BRANCHES” section of the Bank’s website. The service is provided at the rates charged by the caller’s operator.

The Bank assures that complaints will be fully dealt with by specialised staff and that a response will be provided within:

- **60 calendar days for complaints regarding banking and financial products and services, as well as investment services**, from the date of receiving the complaint;
- **45 calendar days for complaints regarding insurance mediation services**, from the date of receiving the complaint;
- **15 working days for complaints regarding payment services**, from the date of receiving the complaint.

If, in exceptional circumstances, the Bank is unable to respond within 15 working days for reasons beyond its control, it shall send an interim response clearly stating the reasons for the delay and specifying the deadline by which the Payment Service user will receive a final response. In any event, the deadline for receiving the final response shall not exceed 35 working days.

Complaints are handled by the Complaints Department, whose organisational position ensures independence from the business units responsible for selling products/services. This allows for an impartial analysis of the customer’s complaint and ensures that objective and balanced decisions are made regarding the outcome of the complaint, without influence from the business units.

Responses to complaints received shall include at least the following information:

- if the complaint is considered justified, the actions that the Bank commits to taking and the timeframe within which they will be implemented;
- if the complaint is considered unjustified, a clear and comprehensive explanation of the reasons for the rejection, along with necessary information on how to access out-of-court dispute resolution schemes.

If the Bank's responses or solutions are deemed unsatisfactory, or if no response is provided within the specified timeframe, the customer may seek out-of-court dispute resolution schemes before resorting to the Judicial Authority. These schemes offer an alternative to the traditional Judicial Authority and allow for a quicker and more cost-effective handling of the issues under dispute.

The schemes are not a replacement for, but rather a complement to, effective and satisfactory dialogue with the Bank, aimed at clarifying respective positions and reaching an amicable settlement of any disputes. Therefore, filing a complaint is a preliminary and necessary step before resorting to these resolution schemes.

The Bank adheres to the main alternative dispute resolution (ADR) schemes currently in force in Italy:

- ABF [*Arbitro Bancario Finanziario*], established by the Bank of Italy, which exclusively decides on transactions or conduct that took place within the six years prior to the date of filing the complaint and that relate to banking and financial products and services;
- ACF [*Arbitro per le Controversie Finanziarie*], established by Consob, which exclusively decides on disputes concerning violations of the obligations of diligence, fairness, information and transparency in the provision of investment services and collective asset management, including cross-border disputes and those covered by EU Regulation no. 524/2013 (disputes between consumers and companies concerning the sale of online products). The right to refer a dispute to the ACF can always be exercised, even if there are clauses in the contract waiving this right or allowing the dispute to be referred to other out-of-court dispute resolution bodies;
- The Banking Conciliation Body, established by the *Associazione Conciliatore Bancario Finanziario* - for civil mediation, pursuant to Article 5 of Legislative Decree no. 28 of 4 March 2010 – responsible for transactions concerning both banking and investment services. It is also possible, with the agreement of the parties, to apply to other mediation bodies, provided that they are listed in the relevant Register of the Ministry of Justice and specifically specialised in banking/financial matters.

When referring a dispute to one of the above, it is essential for the customer to first identify the relevant regulatory framework, even if seeking assistance at one of the Bank's branches. A dispute referred to a non-competent body cannot be taken into consideration.

In this regard, it is reiterated that the ABF is exclusively competent in matters relating to banking and financial transactions and services, while the ACF is competent in matters relating to the provision of investment services and collective asset management, as specified above.

For further information on the operation of these dispute resolution schemes, please visit their respective websites or use the contact details below:

#### ABF

Website: [www.arbitrobancariofinanziario.it](http://www.arbitrobancariofinanziario.it)

Contact details:

Segreteria tecnica del Collegio di Roma Via Venti Settembre, 97/e - 00187 Roma

Phone: 06 47929235; Fax: 06 479294208

E-mail: [roma.abf.segreteriaticnica@bancaditalia.it](mailto:roma.abf.segreteriaticnica@bancaditalia.it) PEC: [romasede@pec.bancaditalia.it](mailto:romasede@pec.bancaditalia.it)

Segreteria tecnica del Collegio di Milano Via Cordusio, 5 – 20123 Milano  
Phone: 02 72424246; Fax: 02 72424472  
E-mail: [milano.abf.segreteriatecnica@bancaditalia.it](mailto:milano.abf.segreteriatecnica@bancaditalia.it) PEC: [milano@pec.bancaditalia.it](mailto:milano@pec.bancaditalia.it)

Segreteria tecnica del Collegio di Napoli Via Miguel Cervantes, 71 – 80133 Napoli  
Phone: 081 7975350; Fax: 081 7975355  
E-mail: [napoli.abf.segreteriatecnica@bancaditalia.it](mailto:napoli.abf.segreteriatecnica@bancaditalia.it) PEC: [napoli@pec.bancaditalia.it](mailto:napoli@pec.bancaditalia.it)

Segreteria tecnica del Collegio di Torino Via Arsenale, 8 – 10121 Torino  
Phone: 011 5518590; Fax: 011 5518572  
E-mail: [torino.abf.segreteriatecnica@bancaditalia.it](mailto:torino.abf.segreteriatecnica@bancaditalia.it) PEC: [torino@pec.bancaditalia.it](mailto:torino@pec.bancaditalia.it)

Segreteria tecnica del Collegio di Bologna Piazza Cavour, 6 – 40124 Bologna  
Phone: 051 6430120; Fax: 051 6430145  
E-mail: [bologna.abf.segreteriatecnica@bancaditalia.it](mailto:bologna.abf.segreteriatecnica@bancaditalia.it) PEC: [bologna@pec.bancaditalia.it](mailto:bologna@pec.bancaditalia.it)

Segreteria tecnica del Collegio di Bari Corso Cavour, 4 – 70121 Bari  
Phone: 080 5731510; Fax: 080 5731533  
E-mail: [bari.abf.segreteriatecnica@bancaditalia.it](mailto:bari.abf.segreteriatecnica@bancaditalia.it) PEC: [bari@pec.bancaditalia.it](mailto:bari@pec.bancaditalia.it)

Segreteria tecnica del Collegio di Palermo Via Cavour, 131/A – 90133 Palermo  
Phone: 091 6074310; Fax: 091 6074265  
E-mail: [palermo.abf.segreteriatecnica@bancaditalia.it](mailto:palermo.abf.segreteriatecnica@bancaditalia.it) PEC: [palermo@pec.bancaditalia.it](mailto:palermo@pec.bancaditalia.it)

## ACF

Website: [www.acf.consob.it](http://www.acf.consob.it)

Contact details:

Ufficio di Segreteria Tecnica dell'ACF  
Via Giovanni Battista Martini, 3 - 00198 Roma  
Phone: 06 8477850  
E-mail: [info.acf@consob.it](mailto:info.acf@consob.it) PEC: [acf@pec.consob.it](mailto:acf@pec.consob.it)

## Banking and Financial Conciliation Body

Website: [www.conciliatorebancario.it](http://www.conciliatorebancario.it)

Contact details:

Conciliatore Bancario Finanziario  
Via delle Botteghe Oscure, 54 – 00186 Roma  
Phone: 06 674821; Fax: 06 67482250  
E-mail: [associazione@conciliatorebancario.it](mailto:associazione@conciliatorebancario.it)

The Bank's website also offers downloadable PDF versions (in Italian only) of the **Practical Guide to the ABF**, the **ACF Brochure** and the **Regulations of the Banking & Financial Conciliation Body**, which govern the operation of the respective dispute resolution schemes, specifying the cases in which a complaint may be lodged and the procedures to be followed.

Anyone wishing to do so may ask for clarification directly at the Bank's branches, where the above-mentioned Practical Guide to the ABF, the ACF Brochure and the Regulations of the Banking & Financial Conciliation Body are available free of charge in printed form.

In the area of out-of-court dispute resolution schemes, the European ODR (Online Dispute Resolution) platform is also available, established by EU Regulation No. 524/2013. It aims to facilitate the resolution of disputes between consumers and businesses concerning the sale of goods and the provision of services online.

The ODR Platform is an interactive multilingual website operated by the European Commission, where consumers and businesses can contact each other to mutually identify an ADR body to which they can refer their dispute.

More information on how the procedure works can be found on the platform's website (<https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.show&lng=IT>).

For disputes concerning the Bank's insurance mediation activities, including the conduct of its employees and collaborators, the Customer may also refer the matter to IVASS - *Istituto per la Vigilanza sulle Assicurazioni* – after having lodged a complaint with the Bank itself and either being dissatisfied with the outcome or not having received a reply within the time limit specified in ISVAP Regulation no. 24 of 19 May 2008. The documentation relating to the complaint dealt with by the intermediary must be enclosed.

Information on how to submit a complaint to IVASS and the relevant forms can be found at [www.ivass.it](http://www.ivass.it).

Finally, it is also possible to file a complaint with the Bank of Italy for banking and financial services, and with Consob for the provision of investment services under MiFID regulations, following the procedures outlined on their respective websites [www.bancaditalia.it](http://www.bancaditalia.it) and [www.consob.it](http://www.consob.it).

**Standard form for submitting a complaint to the Bank's Complaints Department:**

F.A.O.  
BANCA MONTE DEI PASCHI DI SIENA SPA  
Complaints Office  
Viale Pietro Toselli, 60 53100 SIENA  
Email: [reclami@mps.it](mailto:reclami@mps.it)  
PEC: [customercare@postacert.gruppo.mps.it](mailto:customercare@postacert.gruppo.mps.it)

I, the undersigned, .....

born in ..... on .....

Tax Code/VAT Number.....

Address (Street, City, Postcode) .....

..... Phone no. ....

Holder of Current Account Number.....

or Other Account (specify) .....

at the Branch/Agency of..... Province: .....

hereby apply to this Office for a decision on the following:  
*(precise description of the subject of the complaint, the grounds and the request)*

Please find attached to this request:  
*(list of documents useful for the decision)*

Date .....

Signature .....

## INFORMATION PURSUANT TO ARTICLE 13 OF LEGISLATIVE DECREE NO. 196/2003 ON THE PROTECTION OF PERSONAL DATA.

The personal, ordinary, sensitive and judicial data that you provide by filling in this form or by sending the attached documents will be used by Banca Monte dei Paschi di Siena S.p.A., in full compliance with the provisions of Legislative Decree 196/03, for the purposes related to the submission and subsequent management of the complaint and will be processed using manual, computerised and electronic means in such a way as to ensure their security and confidentiality. Providing your data is optional; however, refusing to provide it or not consenting to its processing will make it impossible for the Bank to accept the submitted form and fulfil the purpose indicated above.

The information provided by you may be disclosed to other companies within the MPS Banking Group or otherwise affiliated with it. In addition, your personal data may be disclosed, even partially, to other third parties (companies, entities, consortia, etc.) that provide the Bank with certain services related to the management of the complaint. In any case, we assure you that such processing will be carried out solely for the purposes and in the manner described above. With regard to the processing operations described above, you are entitled to exercise the rights provided for in Article 7 of Legislative Decree 196/03. For this purpose, you may contact the Response Manager at the following addresses:

Banca Monte dei Paschi di Siena S.p.A.  
Compliance Service for Banking Products, ICT and Foreign Network  
Via Lippo Memmi, 14  
53100 SIENA  
Fax: 0577/296520; Email: [privacy@mps.it](mailto:privacy@mps.it)

The complete and updated list of other internal and external Data Processors appointed in accordance with Article 29 of Legislative Decree 196/03 is also available from the above-mentioned department.

The Data Controller is Banca Monte dei Paschi di Siena S.p.A. - Piazza Salimbeni, 3 - 53100 SIENA.

### SENSITIVE DATA.

Article 4(1)(d), Legislative Decree 196/03. Sensitive data: personal data disclosing racial or ethnic origin, religious, philosophical or other beliefs, political opinions, membership of political parties, trade unions, associations or organisations of a religious, philosophical, political or trade-union nature, as well as personal data disclosing health or sexual life.

### JUDICIAL DATA.

Article 4(1)(e), Legislative Decree 196/03. Judicial data: personal data disclosing the measures referred to in Article 3(1)(a) to (o) and (r) to (u) of Presidential Decree No 313 of 14 November 2002 concerning criminal records, the register of offence-related administrative sanctions and pending charges, or the status as defendant or person under investigation pursuant to Articles 60 and 61 of the Criminal Procedure Code.

ARTICLE 7, Legislative Decree 196/03 - Right of access to personal data and other rights.

1. The data subject has the right to obtain confirmation as to whether or not personal data concerning them exists, even if not yet recorded, and communication of such data in intelligible form.
2. The data subject has the right to obtain information on a) the source of the personal data; b) the purposes and methods of the processing; c) the logic applied in the case of processing carried out with the aid of electronic tools; d) the identification data concerning the data controller, data processors and representatives designated under Article 5, paragraph 2, of Legislative Decree no. 196/2003; e) the recipients or categories of recipients to whom the personal data may be disclosed or who may become aware of it in their capacity as designated representative(s) in the State's territory, data processor(s) or person(s) in charge of the processing.
3. The data subject has the right to: a) update, rectify or, if applicable, supplement their data b) request the erasure, anonymisation, or blocking of data processed unlawfully, including data whose retention is unnecessary for the purposes for which it was collected or subsequently processed; c) receive notification that the operations referred to in points a) and b) have been communicated, along with their contents, to those to whom the data was disclosed or disseminated, except where such notification proves impossible or involves a disproportionate effort compared to the right being protected.
4. The data subject has the right to object, in whole or in part: a) for legitimate reasons, to the processing of personal data concerning them, even if relevant to the purpose of collection; b) to the processing of personal data concerning them for the purpose of sending advertising materials, direct selling, conducting market research, or commercial communication.

In accordance with Article 23 of Legislative Decree 196/03 on the protection of personal data, the undersigned, having read the above information, authorises Banca Monte dei Paschi di Siena S.p.A. to process his/her personal, ordinary, sensitive and judicial data for the purposes indicated above.

Date .....

Signature .....