

# Complaint's handling

## Process of transmitting complaints and addresses

The policyholder, the insured, the beneficiary and the claimant have the opportunity to address the written complaint to the Broker or to the Insurance Company, considering that they also have the possibility to turn to the Court..

The **complaints' handling responsible** is *Mrs. Viviana Dosa*.

**The function of the complaint management is not outsourced.**

Process of transmitting complaints and addresses		
By ordinary or registered mail	By e-mail	By certified e-mail
<b>Addresses</b>		
<b>Guest Krieger Europe Srl</b> Via Francesco Ferrucci 8 20145 Milano	reclami@guestkriegerurope.it	guestkrieger@legalmail.it

**The Broker has to reply within 45 days from the delivery date of the complaint.**

Moreover, the policyholder, the insured, the beneficiary and the claimant have the possibility to turn to IVASS, Servizio Tutela del Consumatore, Via del Quirinale n. 21 - 00187 Roma (**fax: 06 42133206**, pec: [tutela.consumatore@pec.ivass.it](mailto:tutela.consumatore@pec.ivass.it), **Info on:** [www.ivass.it](http://www.ivass.it)), if they are not satisfied with the outcome of the complaint or in case of lack of reply by the Broker or by the Insurance Company within time limits established by law ,(45 days from the date of receipt of the complaint by the intermediary) attaching the documentation related to the complaint handled by the Broker or the Company. The information is integrated with the procedure for the presentation of complaints in cases of agreements as per art. 22, comma 10, D.L. 179/2012 converted in L 221/2012.