

## How to communicate complaints and contacts

The policyholder, the insured, the beneficiary and the damaged party have the possibility to submit a **written** complaint to the intermediary or the insurance company, standing the possibility to apply to the court.

The manager of the function responsible for complaints handling is Dr. Gianni Marchisio.

**The function of complaints handling is outsourced.**

When the complaint is forwarded to the intermediary, it may be sent as follows to one of the following addresses:

How communicate complaints and contacts		
Ordinary or registered mail	Email	Certified email
Address		
De Besi-Di Giacomo S.p.A. Lungotevere Flaminio n° 14 00196 Roma Kind Attention of “Funzione Reclami”	<a href="mailto:reclami@dbdg.it">reclami@dbdg.it</a>	<a href="mailto:dbg@pec.debesidigiacomito.it">dbg@pec.debesidigiacomito.it</a>

**The intermediary must give a written reply within 45 days after the receipt of the complaint.**

If the policyholder, the insured, the beneficiary and the damaged party are not satisfied with the outcome of the complaint or in case of absence of a response from the intermediary or from the Insurer within the statutory period (**45 days after the intermediary has receipt the complaint**), they also have the possibility to contact IVASS, Intermediaries Supervision Service, Via del Quirinale n. 21-00187 Rome (**Fax: 06 42133206**, pec: [ivass@pec.ivass.it](mailto:ivass@pec.ivass.it) , info on [www.ivass.it](http://www.ivass.it)), attaching the documentation related to the complaint handled by the intermediary or by the Insurance Company. The circular is integrated with the procedure for filing complaints in case of free cooperation agreements, in accordance with art. 22, paragraph 10, D.L. 179/2012 converted into Law 221/2012.

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