

## Complaints

*In accordance with ISVAP Regulation No. 24 of 19 May 2008 concerning the handling of complaints, Eni Insurance S.p.A. informs that Mr. Francesco Onori has been appointed as the Complaints Handling Officer. For any reports or complaints relating to your insurance relationship, you may contact the Officer at: [francesco.onori@eni.com](mailto:francesco.onori@eni.com)*

The applicable regulations allow a period of 45 days within which a response to the complaint must be provided.

If you are not satisfied with the outcome of your complaint, or if no response is received within the prescribed timeframe, you may contact IVASS (Italian Insurance Supervisory Authority) – Consumer Protection Service – Via del Quirinale 21, 00187 Rome, attaching the documentation relating to the complaint already submitted to the Company. Further information is available at [www.ivass.it](http://www.ivass.it)

The policyholder is entitled to file an appeal before the Insurance Arbitrator as provided for by the decree of the Minister of Enterprises and Made in Italy dated November 6, 2024, No. 215, by directly accessing the website: [www.arbitroassicurativo.org](http://www.arbitroassicurativo.org).

Alternative dispute resolution systems provided for by law include:

- Assisted negotiation (Law No. 162 of 10 November 2014): may be initiated by your lawyer by submitting a request to the Company.
- Mediation: mandatory as a condition for proceeding with legal action in insurance disputes (except those concerning compensation for damages arising from the circulation of vehicles and watercraft). Mediation can be initiated by submitting an application to one of the Mediation Bodies listed by the Ministry of Justice, available at [www.giustizia.it](http://www.giustizia.it).

Alternative dispute resolution system of a contractual nature is the contractual appraisal, applicable to disputes concerning the determination and assessment of damages under property insurance policies, in accordance with the provisions set out in the Insurance Terms and Conditions.