

## International Complaints Handling at Lloyd's: Italy

Definition of a Complaint	A written statement of dis-satisfaction towards an insurance undertaking relative to an insurance contract or service. Requests for information or clarification, insurance claims or requests for enforcement of contracts shall not be considered a complaint
Definition of a complainant	A person entitled to request handling of the complaint by the insurance undertaking, for example, a contracting party, insured person, beneficiary and damaged party
Timescale	<ul style="list-style-type: none"><li>• A prompt acknowledgement of the complaint</li><li>• A response should be sent within 45 days of the complaint being received.</li></ul>
EDR referral	Institute for the Supervision of Insurance / Istituto per la Vigilanza sulle Assicurazioni (IVASS) Via del Quirinale 21 00187 Roma Italy  Tel: 800 486 661 (from Italy) Tel: +39 06 4202 1095 (from outside Italy) Fax: + 39 06 4213 3745 <a href="http://www.ivass.it">www.ivass.it</a>
Local Regulatory Reporting Requirements	Six monthly to IVASS
Lloyd's Complaints Notice	New complaints notices for Italy LSW1699E and LSW1698E have been produced.  These are available on the Lloyd's Wording Repository and are referenced in the Pre-contractual notification and Insurance documents sections of Crystal.