

ADR scheme	
EU/EEA member state	ITALY
Name in original language	Arbitro Bancario Finanziario (ABF)
Name in English	not available
Contact details for consumers	
Address	Via Venti Settembre, 97/e, IT-00187 Roma
Phone number	+39 06 479 29235
Fax number	+39 06 479 294208
E-mail address	roma.abf.segreteriaticnica@bancaditalia.it rea.rapporti_intermediari_clienti@bancaditalia.it
Website address	www.conciliatorebancario.it
How the ADR scheme works	
Type of ADR scheme	<input checked="" type="checkbox"/> public <input checked="" type="checkbox"/> established by law <input type="checkbox"/> private <input type="checkbox"/> voluntary
Limits	If the claimant's request concerns the payment of a sum of money, regardless of the cause, the competence of the ABF is limited to no more than EUR 100 000. No dispute concerning transactions or actions pre-dating 1.1.2007 may be submitted.
Are there prior formalities to be complied with?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no In order to appeal to the ABF, the customer must have already gone through the intermediary's own complaint procedure.
Does the consumer have to pay a fee?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no
If the consumer has to pay a fee, how much is it (in euro)?	EUR 20 If the deciding body finds for the appeal, even in part, the intermediary must repay the claimant for the contribution.
Does the ADR scheme answer enquiries about its work?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no
Does the ADR scheme try to help the parties reach a negotiated settlement?	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no
Does the ADR scheme issue a decision upholding or rejecting the complaint?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no
If the ADR scheme issues a decision, what is its effect?	<input checked="" type="checkbox"/> recommendation, not binding on either party <input type="checkbox"/> binding on the financial institution but not the consumer <input type="checkbox"/> binding on both the financial institution and the consumer
Any necessary explanation about the decision	When the ABF finds that an intermediary has failed to comply with a decision, it publicises the non-fulfilment on the websites of the ABF and the Banca d'Italia. Furthermore, the intermediary itself is supposed to publicise its own non-fulfilment in two daily newspapers with a national distribution. Furthermore, the Banca d'Italia examines and assesses the outcomes of the appeals for aspects that may be relevant to banking and financial supervision.
Average time for ADR scheme to resolve a complaint	Decisions on complaints to the ABF are taken within at most 105 days (except where the procedure is suspended, which can be done for a total of not more than 60 days in case of requests to the parties for supplementary information). In 2010, the average time required for the resolution of a complaint by the ABF was 88 days.

Language(s) in which the ADR scheme operates	
Language(s) in which enquiries and/or a complaint can be made	Italian, English
Language(s) in which any decision can be issued	Italian
Observations	
Any additional useful information not already covered by the other sections of this form	The Banca d'Italia publishes an annual report on the activity of the ABF deciding body. The report on the activities carried out in 2010 was published in Italian language on 8.7.2011 (it is available on the ABF as well as on the Banca d'Italia websites).