

ADR scheme	
EU/EEA member state	ITALY
Name in original language	Istituto per la Vigilanza sulle Assicurazioni Private e di Interesse Collettivo (ISVAP)
Name in English	ISVAP – Supervisory body for private insurance
Contact details for consumers	
Address	Via del Quirinale 21, IT-00185 Roma
Phone number	+39 06 421 3331
Fax number	+39 06 421 33720
E-mail address	marialuisa.cavina@isvap.it
Website address	www.isvap.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	
Are there prior formalities to be complied with?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no communications in writing (telefax or post)
Does the consumer have to pay a fee?	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no
If the consumer has to pay a fee, how much is it (in euro)?	
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 type="checkbox"/> yes <input checked="" 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	
Average time for ADR scheme to resolve a complaint	
Language(s) in which the ADR scheme operates	
Language(s) in which a complaint can be made	Italian, French, English
Language(s) in which any decision can be issued	Italian, French, English
Observations	
Any additional useful information not already covered by the other sections of this form	