

**TRANSPARENCY OF BANKING AND FINANCIAL SERVICES TRANSACTIONS**  
**CORRECTIONS OF THE RELATIONSHIPS BETWEEN INTERMEDIARIES AND CLIENTS**

REPORT ON THE ACTIVITIES FOR MANAGING COMPLAINTS RECEIVED IN 2020

The Supervisory Instructions of the Bank of Italy issued on July 29, 2009 and subsequent modifications and supplements regarding the “Transparency of banking and financial services transactions” require the preparation of an annual report on the activity for the management of complaints relating to banking and financial services transactions.

The provision above is significant since the analysis of complaints allows to identify relevant areas for the quality improvement of the offered services and to put in place all necessary actions to ensure fair relationships with clients, reducing any operational, reputational and legal risks.

Given the above, we here disclose that in the period between January 1<sup>st</sup>, 2020 and December 31<sup>st</sup>, 2020, BFF Bank S.p.A. (the “Bank”) received no. 2 complaints concerning Italian Deposit Account.

<b>Complaints by type of product</b>	<b>Number of complaints</b>	<b>% of total</b>
Non-recourse purchases	0	-
Management	0	-
Online Deposit Account	<b>2</b>	<b>100%</b>
<b>Total</b>	<b>2</b>	<b>100%</b>



## Outcome of complaints

Details of complaints management	Number of complaints	% of total
Accepted/Partially accepted	2	100%
Not accepted	0	-
Annulled	0	-
Under examination at December 31, 2020	0	-
<b>Total</b>	<b>2</b>	<b>100%</b>

Moreover, none of BFF Bank S.p.A.'s clients has brought a case before the Banking and Financial Arbiter.

Milan, March 3<sup>th</sup>, 2021

BFF Bank S.p.A.