

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

REPORT ON THE ACTIVITIES FOR MANAGING COMPLAINTS RECEIVED IN 2014

The Supervisory Instructions of the Bank of Italy issued on July 29, 2009 as amended by the regulation of the Governor on February 9, 2011 and of the Bank of Italy on June 20, 2012 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.

In the period between January 1, 2014 and December 31, 2014, the Bank received n. 1 complaint from the clientele relating to the product Deposit Account, processed in accordance with the terms provided by the relevant regulations.

<b>Complaints by type of product</b>	<b>Number of complaints</b>	<b>% of total</b>
Non-recourse purchases	0	-
Management	0	-
Deposit Account	1	100%
<b>Total</b>	<b>1</b>	<b>100%</b>

**Outcome of complaints**

<b>Details of complaints management</b>	<b>Number of complaints</b>	<b>% of total</b>
Accepted/Partially accepted	1	100%
Not accepted	0	-
Annulled	0	-
Under examination at December 31, 2014	0	-
<b>Total</b>	<b>1</b>	<b>100%</b>

Moreover, none of Banca Farmafactoring S.p.A.’s customers has brought a case before the Banking and Financial Arbitrer.