

COMPLAINTS

How to submit complaints and contact details:

The policyholder, the insured person, the beneficiary and the injured party are entitled, without prejudice to the right to take legal action, to submit a written complaint to the insurance intermediary or the insurance company.

If the complaint is submitted to the intermediary, it may be sent in the following ways to one of the following addresses:

Email: info@cfp-associati.com

PEC: cfpassociatisrl@legalmail.it

Post: CFP Associati S.r.l. Via Oldofredi 41 20124 Milan.

The intermediary is required to handle the complaint as quickly as possible **within 45 days** of receiving it.

The policyholder, the insured, the beneficiary and the injured party also have the option, should they not be satisfied with the outcome of the complaint or in the event of no response from the intermediary or the insurer within the statutory time limit (45 days from the date of receipt of the complaint by the intermediary), to contact IVASS, Intermediary Supervision Service, Via del Quirinale 21 - 00187 Rome (fax: 06 42133206, certified email: ivass@pec.ivass.it, Info at: www.ivass.it), attaching the documentation relating to the complaint handled by the intermediary or the principal company.

In the event of no response or an unsatisfactory response to the complaint, from 15 January 2026, it will be possible to lodge an appeal with the Insurance Ombudsman, exclusively online via the portal accessible at <http://www.arbitroassicurativo.org>.

CFP Associati s.r.l.

Sede legale: Via G. Boccaccio, 15 20123 Milano (MI)
Sede operativa: Via E. Oldofredi, 41 20124 Milano (MI)
Codice Fiscale e Partita IVA: IT12144410961
Iscrizione RUI: B000701844
SDI: T9K4ZHO

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