

COMPLAINTS MANAGEMENT ACTIVITY REPORT

In accordance with the "*Provisions on the transparency of banking and financial transactions and services. Correctness of relations between intermediaries and customers*" of the Bank of Italy of 29 July 2009 and subsequent amendments and additions, the purpose of this document is to report on the management of complaints received in the period between 1st January 2018 and 31st December 2018 (hereinafter the "Reference Period"). During the Reference Period, Cross Factor S.p.A. (hereinafter the "Company") received the following information a total of no. 37 (thirty-seven) complaints against a portfolio of 29,068 positions.

The average time taken to process individual complaints was approximately 13 (thirteen) days.

For two positions, customers have appealed to the Judicial Authority pursuant to Article 700 of the Italian Code of Civil Procedure; however, both appeals have been rejected.

In addition, one customer had recourse to the ABF (Arbitro Bancario Finanziario - Financial Banking Arbitrator), which ruled in favour of the Company.

Object of complaint	
Central Risk Warning	29
Debt Disallowance	3
Disputes concerning the management of mortgages	1
Disputes concerning the behaviour of operators and/or agents	2
Other disputes - matters relating to the original contract transferred (interest rates, account receivable and payable conditions and commission regime)	1
Challenges relating to the application of GDPR	1
Total Complaints	37