

You can send your complaint using WRITE AND SEND THE COMPLAINT below.

Write and send the complaint

The Bank responds to complaints within 60 days for banking and financial transactions and services, within 45 days for insurance products, and within 60 days for investment services. For payment services, the Bank must respond within 15 days of receipt. In exceptional circumstances, if the Bank is unable to respond within 15 business days for reasons beyond its control, it must send an interim reply clearly stating the reasons for the delay in responding to the complaint and specifying the deadline by which the payment service user will receive a final response. In any case, the time limit for receiving the final response does not exceed 35 business days.

If it finds in the customer's favour, the Bank indicates the timeframe within which it undertakes to grant the request; otherwise, it explains the reasons for not accepting the complaint, specifying the customer's option to appeal to alternative dispute resolution bodies.

You can also send us your complaint:

- through certified electronic mail (PEC) to reclami@pec.intesasanpaolo.com
- by email to the mailbox reclami@intesasanpaolo.com
- via fax to **011/0937350**
- by ordinary post to **"Ufficio Reclami - Piazza San Carlo 156 - 10121 TORINO"**

You can also submit the complaint to a branch of the Group, which will forward it to the Complaints Office.