Complaints Report
Year 2020

Executive Summary

This report on the management of the complaints received during the year 2020, has been performed by Mediolanum International Life DAC in accordance with ISVAP Regulation no. 24/2008 (hereinafter, also "the Regulation").

Complaints received as at 31 December 2020

During the year 2020, the Company received thirty-four (34) written complaints all classified as "processable[1]".
As at the end of the year, out of thirty-four 34 "processable" complaints, thirty-one (31) were "rejected[2]", one (1) was "accepted[3]" and two (2) are under investigation.
During the year, no complaint was transacted[4].

Processable Complaints received in 2020	34
of which closed in 2020	32
of which are under investigation as at 31/12/2020	2

Outcome	Number Complaints	% on processable Complaints
Rejected	31	97%
Accepted	1	3%
Transacted	0	0%

The average days to process the complaints were twenty-six (26) days[5] compared with maximum period of forty-five (45) days as consider by the art.8 of the Regulation. The average days has decreased compared with the previous year, when the average days was equal to twenty-seven (27) days. Moreover, during the 2020, no complaint was handled in a period greater than 45 days.

As at the end of the year, the "processable" complaints received by the Company, thirty-four (34), have been increased compared to the same period of the previous year (2019) when the Company received thirty-one (31) "processable" complaints and three (3) "non-processable" complaint.

The table below shows the "processable complaints" based on Product Type, at the end of the year.

1. Processable complaints: complaints which, although with a generic content, have the essential elements to be managed by the undertaking.
2. Rejected: the undertaking resolves the complaint in a negative way for the complainant and rejects the requests.
3. Accepted: the undertaking resolves the complaint in a positive way for the complainant by fully accepting the reasons or the point of view.
4. Transacted: the undertaking resolves the complaint in a positive way for the complainant, but not at the same conditions requested.
5. Calculated by summing the days between the date of receipt and that of processing and dividing by the number of complaints received and closed.

Product Type	Number of processable complaints	Weight %
Index Linked	0	0
Unit Linked	34	100%
Total	**34**	**100%**

The table below shows the "processable" complaints based on the Company area.

Company Area	Number of processable complaints	Weight %
Administrative[6]	8	24%
Product[7]	8	24%
Legal[8]	2	6%
Settlement[9]	16	47%
Total	**34**	**100%**

During the year 2020, eight (8) complaints were reopened. One (1) out of eight (8) was accepted, while the other were rejected.

6. Complaints about organisational management, the timing and submission procedures of contractual information, the certificate of claims experience and other required information, etc.
7. Complaints about the technical construction of insurance products, rates, loadings, etc.
8. Complaints about the pre-contractual information note, interpretation and application of clauses of the insurance contract, their clarity, comprehensibility, transparency.
9. Complaints concerning the conduct of claim adjusters, loss adjusters, call centres, claims settlement delays and failures in life and non-life business and anything else concerns the management of claims or settlement of insurance benefits.