



Arbitro Bancario Finanziario
Risoluzione Stragiudiziale Controversie



GUIDANCE ON HOW TO USE IT THE ABF PORTAL

This Guide explains how to use the Portal to file an online appeal to the financial bank arbitrator. You will be shown how to register and access the Portal [[CFR. Registration on the Portal; access to the Portal](#)], how to transmit the appeal through a wizard.

You will be asked to indicate whether you present the complaint personally or in the interest of a third person, the details of the intermediary involved in the appeal and some information about the complaint you have previously sent to the intermediary. You will then have to describe the dispute, i.e. the reason for your appeal and the requests you intend to make to the ABF, including all the supporting documentation for your request (see: [Dispatch of the appeal](#)).

Once your appeal has been forwarded, you can monitor its progress through the Portal. The Guide also explains how to use the various features offered by the Portal, which allow you, for example, to receive and reply to the documentation sent by the intermediary. [waive the appeal or submit an application for correction of the decision \(see: Post-appeal activities \)](#).

If you need to change your Portal user profile (e.g. personal details, password and phone number), refer to help for instructions on how to do this [[see: How to edit your profile user](#)].

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REGISTRATION ON THE PORTAL

To submit your appeal online, you will first need to register on the Portal.

Go to www.arbitrobancariofinanziario.it and click on the top right to enter In the restricted area.



1

The authentication screen will open: On the first login select “Register”.

2

This will open a registration form that you will need to fill in all of its fields (username, password, first name, last name, email, secret answer question, secret answer, mobile number). Failure to fill in one or more fields will result in your registration not being completed.



You will not be able to enter an address in the email field
Certified Email - PEC.

IDENTIFICAZIONE

Nome Utente
Lo username deve iniziare con almeno 3 (tre) caratteri alfabetici.

Password
La password deve essere lunga tra i 10 (dieci) e i 20 (venti) caratteri e deve contenere almeno una lettera minuscola, una maiuscola, un numero e un carattere speciale (es: "!", "_", "."). Inoltre non deve contenere la username, il nome, il cognome e la parola "password"

Conferma Password

INFORMAZIONI OBBLIGATORIE

Nome

Cognome

Email (PEC non consentita)

Conferma Email

Domanda per risposta segreta

Risposta Segreta

Selezione Prefisso Internazionale

Italy

Numero Cellulare

+39

Conferma Numero Cellulare

+39

You will need to accept the Portal Terms and conditions of use, type the characters For verification (“captcha”) and click on “confirm”.

Autorizzazione al trattamento dei dati personali

In conformità con quanto disposto dalla normativa europea e nazionale in materia di privacy, si informa che la Banca d'Italia, via Nazionale 91, ROMA, effettua il trattamento dei dati personali del ricorrente e di terzi, eventualmente comunicati nell'ambito della procedura di risoluzione stragiudiziale delle controversie innanzi all'Arbitro Bancario e Finanziario.

Il trattamento dei dati – effettuato ai sensi dell'art. 128 – bis del D.lgs. 385/93 (Testo Unico bancario) – è necessario per la decisione del ricorso. I dati vengono trattati anche per finalità statistiche connesse con gli scopi di trasparenza e correttezza delle relazioni tra intermediari e clienti e, a tal fine, il ricorrente acconsente a essere successivamente ricontattato. I dati sono trattati con procedure informatiche e su supporto cartaceo. Informato, esprime la propria scelta, in merito alla finalità sopra descritte e con l'impiego di mezzo di sicurezza.

Autorizzo

Non Autorizzo

Please check your email and you will receive a link to click on within the next 72 hours to complete your registration. After 72 hours, you will need to fill out the registration form again (in this case you can use the same username and email from your previous attempt.)

Registrazione al sito Arbitro Bancario Finanziario

Gentile Sig.ra/Sig. **rossi mario**,
la Sua richiesta di **registrazione** al sito di Arbitro Bancario Finanziario è stata ricevuta alle ore **12:44:43** del **24 gen 2018**.

Per completare correttamente il processo di registrazione selezioni il seguente collegamento <https://adr.arbitrobancariofinanziario.it/newRegistration?id=gyjNznFjzswCUsdmQjA9TAziWTL6TkzGfA1VR6UM9yEtzb0uBrqR9bvX15HhjbN2Gru0f97kDps3SKNmCEXgZUsjqBpIz9N2vf1PAxjab8jDEF8p2&user=F0KdgiMd1Ek%3D> entro la data: **27 gen 2018 12:44:43**.

Dopo questa data il link non sarà più utilizzabile e sarà necessario ripetere il processo di registrazione.

In caso di problemi tecnici, può trovare utili informazioni per la soluzione del problema nella pagina di FAQ disponibile al seguente indirizzo [www.abf.it/faq](#).

Arbitro Bancario Finanziario

Questa e-mail è stata generata automaticamente, pertanto La preghiamo di non rispondere direttamente a questo messaggio.
Qualora avesse ricevuto questa comunicazione per errore, La preghiamo di cancellarla e segnalarcelo via e-mail all'indirizzo assistenza@bancaditalia.it
Grazie per la gentile collaborazione.

You will then see a message confirming successful authentication.

ATTIVAZIONE AVVENUTA CON SUCCESSO

[Vai alla home](#)

ACCESS TO THE PORTAL

By accessing the address www.arbitrobancariofinanziario.it again, or directly from the authentication confirmation page, you can enter your Reserved Area.

Enter your login credentials; click "Sign in".

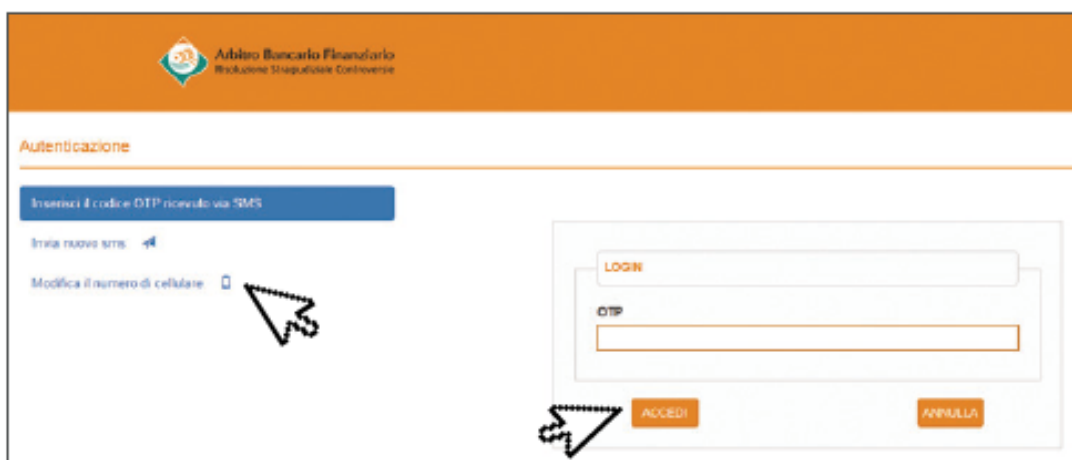


The screenshot shows a login form with the following elements:

- A header with the word "LOGIN" in orange.
- A text input field labeled "Nome Utente".
- A text input field labeled "Password".
- Two orange buttons: "ACCEDI" (with a mouse cursor pointing to it) and "REGISTRATI".

Each time you access the Portal, after entering your credentials, you will receive via sms a code (so-called one-time-password – OTP) that you will need to enter the reserved area.

If you do not receive the sms, you can ask for a second text message or change the mobile number.



The screenshot shows the authentication page with the following elements:

- Header: Arbitro Bancario Finanziario - Risoluzione Stragiudiziale Controversie.
- Section: Autenticazione.
- Text: Inviaci il codice OTP ricevuto via SMS.
- Text: Invia nuovo sms: [icon]
- Text: Modifica il numero di cellulare: [icon] (with a mouse cursor pointing to it).
- Form: A login form with fields for "LOGIN" and "OTP", and buttons "ACCEDI" (with a mouse cursor) and "ANNULLA".

4

The first time you access the Portal, you will need to enter your personal details to update your user profile. Click "Save".



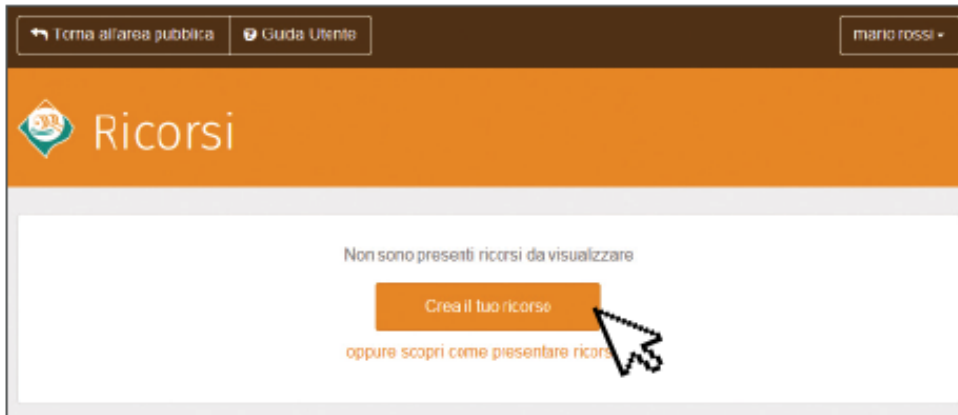
If you are a legal representative/parent/guardian/curator or a professional, trustee or trade association representative and you want to file an appeal in the interest of a third person, you will need to provide your personal information at this stage, and we will ask you for the complainant's details later. If, following the filing of the appeal, the claimant intends to use a professional other than the one who registered on the Portal, the new professional must register on the Portal and submit a new appeal, specifying that this is an appeal that has already been lodged and for which the previous prosecutor has been dismissed and a new appointment given. The withdrawal of the Professional and the conferral of the new assignment (both signed by the applicant) shall be uploaded to the Portal. Likewise, if, following the revocation of the power of attorney, the Customer intends to continue the appeal on his own behalf, he must register on the Portal and submit a new appeal with the same information as above and attaching the revocation of the power of attorney by the same undersigned. In such cases, the ABF will be without prejudice to the time limits and documents of the first appeal.

5

If you have difficulty accessing the system you can consult the "FAQ" page and, if required, please ask for support from email box autoregistrazione@bancaditalia.it.

DISPATCH OF THE APPEAL

To start filling out your complaint to the ABF, you will need to click on “create your complaint”.



During the filing of the appeal, you will be asked to upload some documents and you will be asked to forward all the documents that are relevant to the decision of the appeal. Remember, however, that the system allows to send a maximum of 30 annexes to the application and that there are size limits: Each individual file attached cannot exceed the size of 6 MB; the set of all annexes cannot exceed the size of 40 MB. The file types that can be attached are .doc, .docx, .pdf, .xls, .xlsx, .rtf, .txt, .jpg, .jpeg, .tiff, .bmp, .png. "Video" files are not allowed to support the appeal and therefore cannot be uploaded to the Portal.

6

Who do you appeal to?

You will first need to specify for whom you intend to appeal, selecting the option you need.

Nuovo ricorso

Per chi stai facendo questo ricorso?

Per me stesso / per la mia ditta individuale	Per la società / l'ente di cui sono legale rappresentante	Per un minore (sono il genitore) / per un interdetto (sono il tutore) / per un inabilitato (sono il curatore)
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Se sei un professionista, una persona di fiducia o un incaricato di un'associazione di categoria, per chi fai ricorso?

Per una persona / per una ditta individuale che mi ha delegato	Per una società / l'ente che mi ha delegato	Per il genitore / per il tutore / per il curatore che mi ha delegato
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Select “for myself/for my sole proprietorship” if the dispute involves you or your sole proprietorship. In this case, a screen will open where, after you have given your consent to the processing of your personal data, you will need to enter the information relating to the appeal.

In all other cases, you will be asked to identify the recurring party and upload, either by dragging it from the desktop or selecting the file, additional documentation, e.g. copy of the document

recognition (in validity) of the applicant, replacement declaration of certification and notoriety of the powers of legal representation per legal person or minor/interdicted/incapacitated person, proxy in the event of an appeal lodged through a professional, trusted person, body or person in charge of a trade association.

On the ABF website, in the documents area of the section “lodge an appeal”, you can consult and use the forms available for conferral to a natural person or association/body of the public prosecutor to lodge an appeal with the ABF. In any case, we remind you that to use the ABF you do not need legal assistance or the help of a professional.

If you are appealing for a company/entity, on the same page of the ABF website you can find an example of a substitute certification declaration and a notoriety note on the powers of legal representation.

7

How do I complete the appeal?

The application shall be completed in the following steps:

- a) Information: You will need to indicate whether the applicant is a consumer or not and some additional information, collected for statistical purposes only (the degree and professional status in the case of a consumer; the field of reference and the number of employees in the case of a non-consumer).

Nuovo ricorso

Informazioni Co-intestatori Intermediario Controversia Pagamento e Identificazione Dichiarazioni

Per chi stai facendo questo ricorso?

consumatore
una persona che fa ricorso per una questione che la riguarda

non consumatore
una impresa o una persona che fa ricorso per una questione legata all'attività imprenditoriale o professionale svolta

Informazioni aggiuntive sul ricorrente

Titolo di studio
Seleziona il titolo di studio..

Condizione professionale
Seleziona la condizione professionale..

Prosegui Annulla

You will then have to provide some information about the complaint you have lodged with the intermediary before you send the complaint to the ABF.

Quando è stato fatto il ricorso alla banca o intermediario? *

L'intermediario ha risposto?

Sì, c'è stata risposta

No, non c'è stata risposta

b) Co-holders: You will need to report the presence of any co-holders who wish to join the appeal (for example, if the appeal concerns a joint current account) and provide their details in the appropriate screen that will open by selecting “Yes, there are co-holders”. You will be asked to upload your identification document and co-owner's declaration (which he shall state that “as co-owner of the legal relationship, he intends to join the appeal”).

If you have more than one co-holder, you will need to click on the “+” symbol to enter their details and their declarations of entry; otherwise you will need to click on “continue” to proceed to the next screen.

Informazioni **Co-intestatarî** Intermediario Controversia Pagamento e Identificazione Dichiarazioni

Ci sono dei co-intestatarî oltre al ricorrente ?

No, non ci sono dei co-intestatarî

Sì, ci sono dei co-intestatarî

Nome *

Cognome *

Luogo di nascita *

Data di nascita *

gg/mm/aaaa

Documento di riconoscimento del Co-intestatarî *

Trascina i file dal tuo desktop oppure

Seleziona un file

Dichiarazione del co-intestatarî di adesione al ricorso *

Trascina i file dal tuo desktop oppure

Seleziona un file

c) Intermediary: You will now have to indicate the intermediary against whom you want to appeal. Enter the intermediary name or ABI code; select it from the drop-down menu and click “continue”. In any case, we advise you to carry out the search using the ABI code of the intermediary. You cannot select more than one intermediary.

You can complete the fields provided or upload a document to describe the dispute.

Per quale motivo fai ricorso?

Descrivi qui la vicenda oggetto di ricorso (max 1000 caratteri)

Hai già pronto un documento?

Quali sono le tue richieste all'Arbitro Bancario Finanziario?

Descrivi qui le tue richieste all'Arbitro (ad esempio, la richiesta di una somma, di documentazione, la richiesta di accertamento di un diritto, ecc... max 1000 caratteri)

Hai già pronto un documento?

Allega tutti i documenti che pensi che possano essere utili al Collegio ai fini della decisione

Allegato generico al ricorso

Trascina i file dal tuo desktop oppure

Non sai cosa caricare?

Auto al caricamento

Ricorda di allegare **tutta** la documentazione a sostegno della tua richiesta (ad esempio il reclamo all'intermediario e anche quella che pensi sia già in possesso della banca / intermediario finanziario): **l'ABF decide solo sulla base dei documenti ricevuti!**

Proseguì

Annulla

In order to help you identify the documents to be sent in support of your request, the system provides some examples of the documentation that may be useful to the College for the purpose of settling the dispute.

You will have to click on “Load aid”, select the subject of the dispute and follow the instructions (in the example below, the case of financing against transfer of the fifth of the salary is shown).



Remember that it will not be possible to transmit documentation containing particular categories of personal data or data relating to criminal convictions and offenses (provided for in art. 9 and 10 of EU Regulation 679 of 2016) through the ABF Portal. After submitting the appeal online, you can still send documentation of the case to the PEC address of the branch of the Bank of Italy at which the Technical Secretariat operates (which you can find on the internet site <https://www.bancaditalia.it/footer/Contacts/> - of the Bank of Italy), specifying in the subject the references of the applicant and the intermediary, or by paper delivery to any branch of the Banca d'Italia.

e) **Payment and Identification:** At this stage you will need to upload your proof of identification (regardless of who you appeal for). If you are a prosecutor remember that the membership order card (eg. Bar Association) cannot be considered a valid identification document.

Remember to also upload the receipt confirming the payment of the contribution to the procedure of 20 euro (for how to pay the 20 euro see the guide “The ABF in simple words”, section “some questions to know more about the ABF”).

f) **Statements:** You will need to provide some statements about your dispute by clicking YES or NO.

Nuovo ricorso

Informazioni Co-intestatari Intermediario Controversia Pagamento e Identificazione Dichiarazioni

Autorità giudiziaria

La controversia è stata già sottoposta all'attenzione dell'autorità giudiziaria, è stata rimessa a decisione arbitrale ovvero si è aderito all'azione di classe di cui all'art. 140-bis del Codice del Consumo?

Sì, è stata sottoposta No, non è stata sottoposta

Stessa controversia è pendente un tentativo di conciliazione o di mediazione ai sensi delle norme di legge?

Sì, risulta pendente già un tentativo No, non risulta alcun tentativo pendente

Stessa controversia è stato un tentativo di conciliazione o di mediazione ai sensi delle norme di legge?

Sì, risulta fallito già No, non risultano tentativi falliti



If you have already brought the dispute to the attention of the judicial authority, by arbitration or if you have joined the class action referred to in art. 140-bis of the Consumer Code, you will be informed that the ABF cannot examine such issues.

If an attempt at conciliation or mediation is pending for the same dispute, which you have promoted or joined, you will be informed that the ABF cannot examine matters for which an attempt at conciliation or mediation is already pending.

8

In the Portal, the completion of the appeal will be accompanied by the gradual progress of a progress bar.



You can always return to a previous screen when you are filling out your appeal by selecting the step you want in the progress bar at the top.



You can stop filling out the appeal at any time.

In that case, the system will save a draft of your appeal automatically; you can return to the filing of the appeal by clicking on “actions” and selecting “Fill out appeal” from the list of appeals.



The system will not allow you to save more than two drafts at a time.

You can decide at any time to delete the draft of the appeal by clicking on “actions” and selecting “Delete Draft”. In any case, the draft of an appeal that has not been submitted will be automatically deleted from the system after 120 days.

9

How to forward the appeal?

Once completed, you will be presented with the summary screen, which allows you to review, and optionally edit, the information provided and the accompanying documentation.

To make changes, you will need to click on the icon:



In the summary screen you will also find the indication of the competent College to decide your appeal. Click on “submit the appeal” to send the appeal to ABF.



Once you click on “transmit the appeal”, you will no longer be able to modify the appeal!

Notifiche

Le comunicazioni, i messaggi e le notifiche relative a questo ricorso verranno inviate ai seguenti contatti:

Email

La modifica dell'email o del numero di telefono per la ricezione dei messaggi può essere eseguita tramite la modifica del profilo personale.

Trasmetti ricorso
➤
Annulla

After the transmission you will receive some information about the ABF procedure.

✔

Ricorso trasmesso

Cosa succede ora?

Riceverai il protocollo del ricorso che ti accompagnerà per tutta la durata della procedura.

Potrai essere contattato dalla Segreteria tecnica che riceve il ricorso per eventuali richieste (ad es. documentazione integrativa da produrre).

L'intermediario verso cui hai presentato il ricorso potrà presentare le proprie difese (controdeduzioni) entro 45 giorni.

Successivamente il tuo ricorso verrà esaminato dal Collegio competente.

Potrai monitorare sul portale lo stato di avanzamento del tuo ricorso.

Per ogni cambiamento/comunicazione verrai avvisato ai recapiti che hai indicato in fase di registrazione (email e SMS, se non hai disattivato quest'ultima opzione).

Cosa devo fare?

Controlla l'email che ci hai lasciato in fase di registrazione. Li riceverai tutte le nostre comunicazioni o richieste.

In fondo alla pagina trovi la ricevuta di trasmissione del ricorso che contiene il "numero identificativo temporaneo" (il "numero di identificativo temporaneo" sarà sostituito dal numero di "protocollo" che ti arriverà nelle prossime ore).

Quanto dovrò attendere?

Nel 2017 la durata media di gestione dei ricorsi ABF è stata di 295 giorni.

The transmission of the appeal will be confirmed by an email and an sms (unless you have disabled the latter function; see the section “how to change your user profile”) informing you of new messages on the portal. You will also be able to download the receipt of the appeal transmission.



Periodically check the Portal's Reserved Area to see if there are any new messages or actions to be carried out regarding your appeal. Remember to also check your contact details (email, mobile phone) to interact with the ABF (for example, to respond promptly to a request to send additional documentation). Please make sure your inbox is not full, otherwise you will not receive notifications and you may miss an important communication.

The Technical Secretariat will forward your appeal to the intermediary.

THE NEXT TASKS THE APPEAL IS SENT

Once you have transmitted your appeal to the ABF, you will be able to use the different functions of the Portal,

For example, to check the status of the appeal, interact with the Technical Secretariat, submit an application for correction or to forward other appeals, as described below.



Subsequent contacts with the Technical Secretariat will be made exclusively via the Portal. Therefore, remember to periodically check the email and mobile number indicated as well as your reserved area of the Portal.

10

Your appeal status and progress bar

If you log in with your credentials to the Portal Reserved Area, you will be able to track your appeals, which you will see in a list, with some information on the progress.



There is a progress bar in the Portal that allows you to monitor the progress of the processing of the application.



The main steps that are shown in the progress bar are:

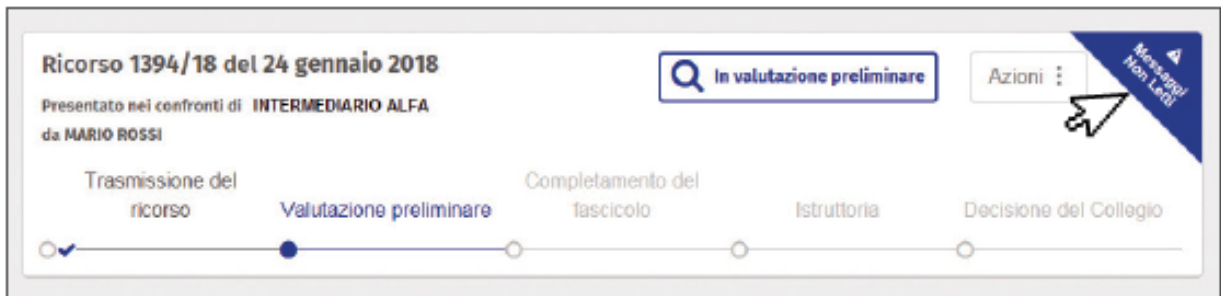
- **Transmission of the appeal:** Indicates that the appeal has yet to be transmitted; upon completion of this step, the final protocol number will be assigned, which will also be communicated to you by email;
- **Preliminary assessment:** Indicates that the assessment of the completeness, regularity and timeliness of the submitted documentation is being carried out to identify cases of manifest inadmissibility of the appeal; at this stage you may receive a request for integration if the appeal contains irregularities that can be remedied or the documentation submitted is incomplete;
- **Completion of the file:** Indicates that the appeal has passed the preliminary assessment phase and that the Technical Secretariat is waiting for the file to be completed, by submitting the counter-claims and any replies and counter-replies;
- **Investigation:** Indicates that the application file is complete and that the investigation and examination by the ABF is ongoing;
- **Decision of the Board:** At this stage you will be informed of the decision on the appeal.

In the event of certain events, the progress bar may change (e.g. in the event of a declaration of inadmissibility of the appeal, or of a waiver).

11

Messages

Communication with the Technical Secretariat will take place through the sending of messages on the Portal. You will be informed of the presence of new messages by an email and an sms that will invite you to access the reserved area. Here you will notice that there is an “unread message”, in blue, in the box relating to the appeal for which you have been notified.



By clicking on the appeal or on "unread messages" you will be able to view the content of the message, which will open in a new screen.



Through the display of messages you can reconstruct the entire process of the appeal and take View of interactions with the Technical Secretariat.

12

Integration requests

If the documentation or information you have provided is incomplete, you will be asked to provide additional information or documentation and you will receive an email and sms notification inviting you to access the Portal.

In your Reserved Area you will find the notice about the presence of “actions for the claimant”, in red. This notification informs you that there are tasks you will need to perform.



You will have to click on the appeal of interest or on “actions for the claimant”: This will open the message screen where you will find specific instructions on the documents to be provided and within what deadline.



Loading the requested information will no longer be possible after the specified time limit. This period shall be suspended each year from 1 to 31 August and from 23 December to 6 January.

By following the instructions you will be able to provide the requested information (in the example shown you will be asked to attach a copy of the applicant’s identification document).

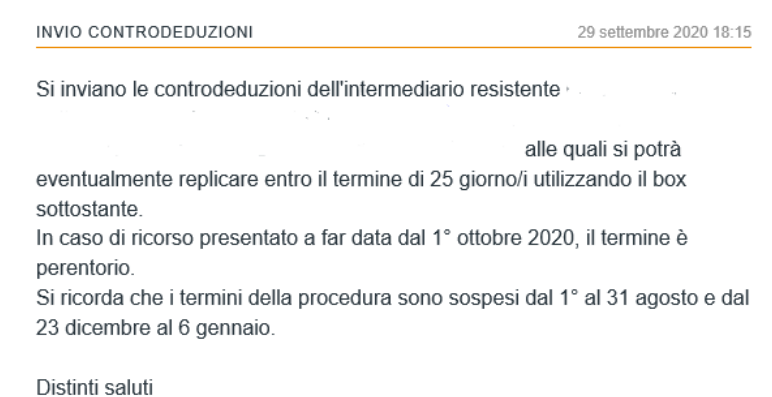
The screenshot shows a message titled "RISPONDI ALLA RICHIESTA DI INTEGRAZIONE" dated "24 gennaio 2018 14:51". The instruction is "Utilizza il box qui sotto per integrare le informazioni richieste." There are two file upload sections: "Allegato generico al ricorso" and "Documento di riconoscimento del Ricorrente". Each section has a "Seleziona un file" button. A yellow circle highlights the second button, with a mouse cursor pointing at it. At the bottom, there is an "Invia il messaggio" button and a note "Per l'invio hai 7 giorni a disposizione".

The counter-deductions and any replications and counter-replications

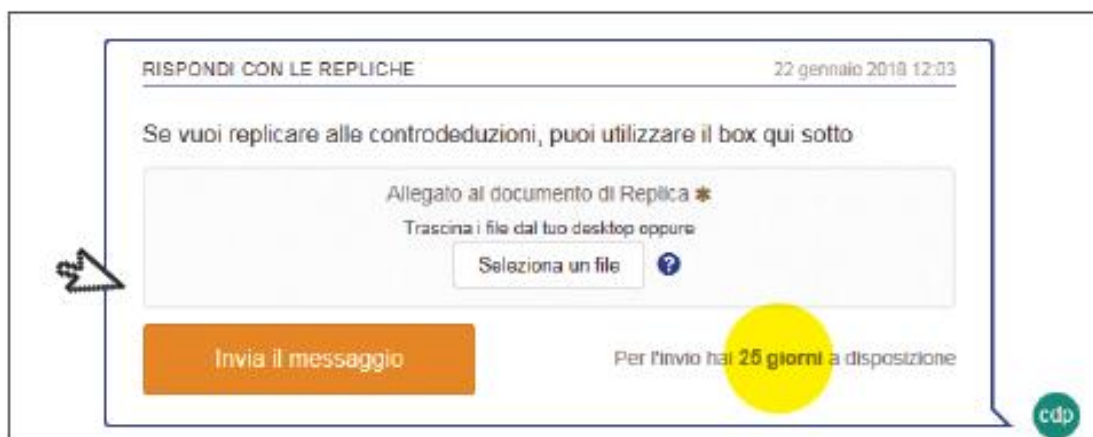
If the intermediary submits his/her counterclaims to the dispute, you will receive an e-mail and an sms notification inviting you to access the Portal. In your restricted area you will find the notification about the presence of “actions for the applicant” in the appeal box and you will notice the progress of the progress bar until “completion of the file”.



Click on “actions for the claimant” or on the appeal of interest: This will open the section on messages where you can download the rebuttals.



If you feel it appropriate, you can also attach a single reply to the counterclaims within the mandatory 25-day time limit. Remember, however, that the system allows sending a maximum of 20 attachments to replicates and that there are size limits: Each individual attachment file cannot exceed the size of 6 MB; the set of all attachments cannot exceed the size of 40 MB. The file types that can be attached are as follows: .docx, .pdf, .xls, .xlsx, .rtf, .txt, .jpg, .jpeg, .tiff, .bmp, .png. "Video" files are allowed to support replication and therefore cannot be uploaded to the Portal."



Uploading replicates will no longer be possible after this time.

This period shall be suspended each year from 1 to 31 August and from 23 December to 6 January.

In case the intermediary transmits any counter-rejoinders, you can download them in the Your restricted area.



Please remember to respect the time limits you are given for the production of pleadings, documents or requests for inclusion: The ABF does not in any case take into account the documentation submitted beyond the mandatory time limits, except for limited exceptions (e.g. waiver of appeal, communication of settlement or conciliation).

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The decision on the appeal

Once the ABF has decided on your appeal you will receive an email and an sms notification inviting you to access the Portal.

In your restricted area, you will be informed of the presence of “unread messages” and you will be able to view the outcome of the appeal (for example, you may see the following outcomes: Accepted; partially accepted; inadmissible; rejected).



You will have to click on the “unread messages” icon or on the appeal: The messages screen will open where you can download the decision of the ABF and the related communication of the Bank of Italy.



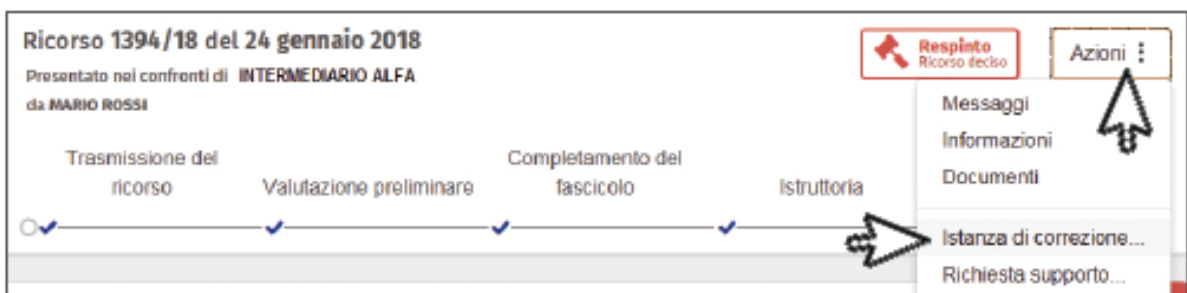
15

The request for correction

Only if you consider that the decision taken by the ABF is affected by omissions or errors in material or calculation can you make a request for correction.

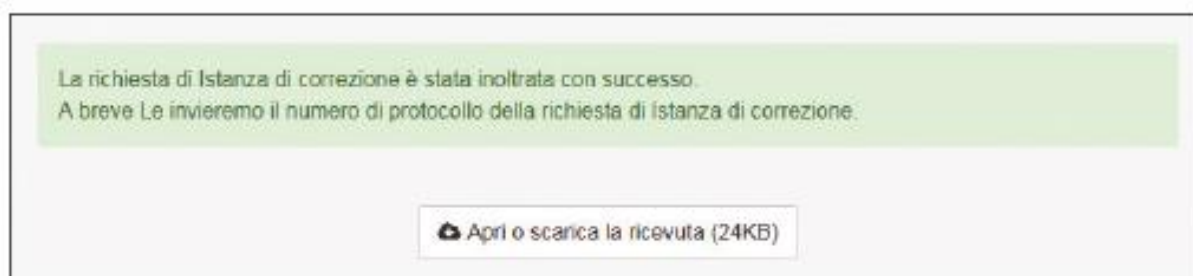
The request for correction may be submitted via the Portal within the mandatory deadline of 30 days from the receipt of the pronouncement (a time limit beyond which it will no longer be possible to do so). This period shall be suspended each year from 1 to 31 August and from 23 December to 6 January.

In the box of the appeal for which you want to file a correction request, you will have to click on “actions” and select “Correction request”.



You will need to justify the request and upload any supporting documentation; click “continue” and confirm the submission.

You will be informed of the correct transmission of the correction request by means of an email and an sms inviting you to access the restricted area; you can also download the relevant transmission receipt.



You will be informed of the outcome of the correction request via a message on the Portal.

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The waiver of the application

You can at any time waive the appeal, which means that the ABF will no longer rule on the dispute. In the relevant appeal box, click on “actions” and select “waive the appeal”.



You will need to provide the reasons for the waiver and possibly include documentation from support.



Where an appeal is waived where there are co-holders who have joined the appeal, the declaration of accession must be attached to the waiver of all co-holders.

If you are a professional, trustee or appointee of a trade association, please ensure that you are entitled to waive and compromise the appeal. If necessary, at this stage, you can upload a new power of attorney that gives the representative the power to renounce and compromise.

After clicking the “continue” button, you will be prompted with a window asking you to confirm again the intention to waive the appeal.



You will receive an email and an sms inviting you to access your restricted area. A new message will inform you that your surrender request has been received and is being processed. You will then receive the protocol number and you can download the receipt.



Your appeal will then appear on the list of appeals with the words “surrender submitted”.



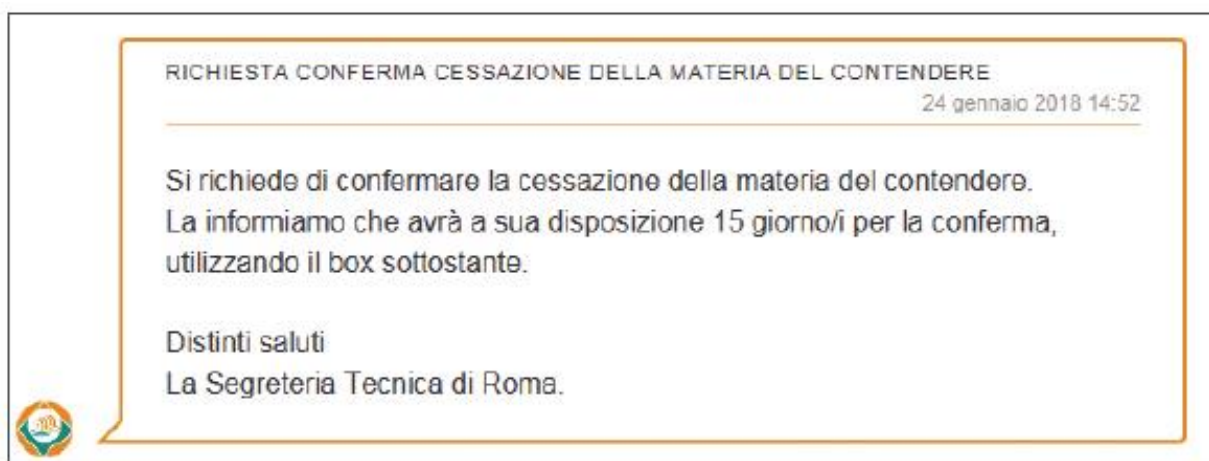
When the ABF acknowledges the waiver, you will be informed with a new message on the Portal and the following result will appear alongside the appeal:



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Confirmation of the cessation of the dispute matter

If you reach an agreement with the intermediary prior to the decision, the ABF will declare the dispute matter to be terminated. After the intermediary has transmitted the request for the cessation of the dispute matter, the Technical Secretariat may contact you to ask for confirmation. You will receive an email and an sms inviting you to access your restricted Area, where you will be asked to confirm the cessation of the dispute matter.



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The support request

If you need assistance, whether you have submitted an appeal or a draft, you can submit a support request through the Portal.

In the appeal box for which you would like assistance, click on “actions” and select “Request for support”.



A new screen will open where you can make your request, indicating the type of support required (“aspects on the functioning of the ABF”, “it technical aspects”, “aspects related to your appeal”).

Richiesta supporto

Tipologia di supporto richiesta:

Dettaglio richiesta di supporto *

Verrai contattato al più presto tramite Portale oppure telefonicamente al numero indicato nella fase di registrazione.

Invia Richiesta
Annulla

You will be contacted soon!

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Transmission of a new appeal

To send a new appeal, you must enter the reserved area and click on “New appeal”, in the top right.

Ricorsi > Tutti ▼
Nuovo ricorso

Ricorso ABF20181401291/18 del 24 gennaio 2018

Ricorso in compilazione


In bozza
Azioni ⋮

HOW TO EDIT THE USER PROFILE

To edit and update your profile information, within your Reserved Area, you will need to click on your username in the top right corner, and select "Profile".



On your profile screen you will see:

- your personal data;
- your birth details;
- your domicile;
- your preferences;
- security and access issues. Each field can be modified by clicking on the icon 

In the "Preference s" section, you can also change your sms sending settings:



By turning off sms notification you will only receive updates about your appeal by email. Email notifications cannot be turned off.

You can also change your security settings by entering the required information (password, OTP or your answer to the secret question).



After making the desired changes, you will be informed that the change has been made successfully.

✓ La tua richiesta è stata completata con successo.



Arbitro Bancario Finanziario
Risoluzione Stragiudiziale Controvertale