



## PRESS RELEASE

***Acf and Abf: the Financial Ombudsman at Consob and Bank of Italy***  
***Instructions for use: how savers can resolve disputes without going to court***  
***A practical guide at the conference next Thursday, 11 April, at the Salone del Risparmio***

What can a saver do in the event of a dispute with the financial or banking intermediary he or she has approached? How can he or she try to recover his money? Does he or she have to take legal action? Is it really necessary to go to court? The answer is no. There are two alternatives, both of which are free, fast and efficient, that allow disputes between savers and intermediaries to be resolved without resorting to the court system.

They are the Securities and Financial Ombudsman (*Arbitro per le Controversie Finanziarie - Acf*) and the Banking and Financial Ombudsman (*Arbitro Bancario Finanziario - Abf*), two bodies operating respectively at Consob and the Bank of Italy, whose task is to ensure, outside the courtrooms, a quick and smooth resolution of disputes between customers and financial or banking intermediaries.

Taking stock of these two alternative tools for closing disputes will be a conference entitled: "Acf and Abf for the protection of banking and financial customers" ("*Acf e Abf per la tutela dei clienti bancari e finanziari*") scheduled in Milan next Thursday, 11 April, as part of the *Salone del Risparmio*, where for the second year in a row the Acf will have its own stand.

On the third and final day of the *Salone*, Thursday, the one open to students, savers and the undifferentiated public, the two Ombudsmen will introduce themselves to visitors explaining how they work, how can you access them and what benefits they offer savers.

Speakers include Gianpaolo Barbuzzi, President of the Securities and Financial Ombudsman, established at Consob; Magda Bianco, head of the Bank of Italy's Customer Protection and Financial Education Department; Raffaele Lener, Full Professor of Financial Market and Commercial Law and former member of Abf and Acf; and Anna Vizzari, economist, Team coordinator at *Altroconsumo*.

Antonio Criscione, journalist at *Plus/IlSole24Ore*, will moderate.

Scheduled time Thursday, 11 April, H. 9:15 a.m. - 10:15 a.m. at the *Salone del Risparmio*, Mi.Co. Sud, Milan, *Sala Amber 6*, Level +2.

For information and registration see: <https://www.salonedelrisparmio.com/>.

Rome, 9 April 2024