

**CONCILIATION REQUEST**

**To the  
Alitalia S.p.A.-Consumer Protection Associations  
Conciliation Office  
Piazza Almerico da Schio  
00054-Fiumicino (RM)**

I, the undersigned..... born in..... in the province.....  
on..... resident in..... province..... zip code.....  
address..... Fiscal code number.....

**Specify that I would like to be contacted at the following address (if different from my residence)**

**Address..... city..... province.....  
Zip code..... telephone..... fax\*..... e-mail\*.....**

The report containing the result of the conciliation should be sent to the address indicated above.

**WHEREAS**

**On the date of .....I presented a complaint to Alitalia SPA (or another Group company):**

**By means of..... (e-mail, fax, registered mail, etc.)**

**Regarding a trip by plane on..... (indicate flight number, date of trip)**

**Regarding the following route.....**

**With the following case in point (briefly described the complaint in a clear manner with legible writing).....**

.....  
.....  
.....

**Having received a reply deemed as unsatisfactory (on..... protocol.....)**

**Not having received any reply within the 60 day deadline**

---

\* Data not obligatory

**REQUEST**

**that the Joint Conciliation Commission arrange for the negotiation of the settlement of the dispute according to the existing Conciliation Procedure established by common accord between Alitalia and the Consumer Protection Associations (Conciliation Regulations of 19 July 2010)**

**I the undersigned declare that I am aware of and accept the terms and content of the Conciliation Procedure described in the aforementioned Regulations and undertake to not take or pursue judicial or out-of-court actions while awaiting the discussion of my case by the Conciliation Commission and the relative result.**

**I hereby confer mandate to negotiate the definition of the dispute to the Consumer Protection Association....., by means of a representative designated by the latter.**

**I undertake to notify the Conciliation Office, by means of a registered letter with return receipt, my acceptance or refusal of any conciliation proposal identified by the Commission within 15 days of the receipt of said communication.**

**Or, should I choose to do so, I also confer the mandate for the final settlement of the agreement to the Association:**

**I hereby confer mandate to negotiate and define the dispute to the Consumer Protection Association....., by means of a representative designated by the latter, approving henceforth any agreement signed.**

**I hereby request:**

- To be heard by the Conciliation Commission**
- To not be heard by the Conciliation Commission**

**I hereby attach to this document the following documentation regarding the subject of the dispute:**

- 1) Travel document (copy of ticket and/or boarding pass)**
- 2) A copy of the complaint**
- 3) A copy of the reply to the complaint**
- 4) Other documentation (where necessary):.....**  
.....  
.....  
.....  
.....

**(specify the document attached)**

**Notice:**

I the undersigned declare to have been completely informed of the fact that:

- 1) That at any time, I have the right to refuse to participate in the Conciliation Procedure or to withdraw from the same or take action in the ordinary judicial system or other mechanisms of out-of-court settlement of disputes, upon prior declaration to be sent to the Conciliation Office by means of registered mail with a return receipt, fax or e-mail;
- 2) Whenever, prior to the presentation of the conciliation request, I have already undertaken judicial or out-of-court action on the same event, I must notify the Conciliation Office;
- 3) The result of the conciliation can be less favorable than the result that might be obtained by recourse to a judicial procedure;
- 4) I have the choice whether to accept the proposed settlement formulated by the Commission;
- 5) The conciliation report has the effect of a settlement agreement pursuant to art. 1965 Civil Code;
- 6) The argumentation, information and proposals relative to the controversy are covered by rights to confidentiality.

Date.....

Signature.....

**Information pursuant to the article of Legislative Decree 196/03**

Alitalia guarantees that the treatment of the client's personal or sensitive data will be carried out in accordance with the provisions established in Legislative Decree 30 June 2003, no. 196 (legislation on the matter of the protection of personal data) for the sole purposes of giving a reply to this conciliation request according to the modality described in the Conciliation Regulations of 19 July 2010. Alitalia moreover guarantees that the security measures established for the keeping of the data comply with the provisions of the aforementioned Legislative Decree 196/03.

Alitalia can communicate the personal data collected, that are pertinent or useful for the examination of the case relative to the conciliation request, to its employees "responsible for processing the data" on the basis of their activity connected to the carrying out of the conciliation procedure, as well as to the representative of the Consumer Protection Association that will participate in the Conciliation Commission appointed to examine the case.

The Data Controller is Alitalia SPA with registered offices in Piazza Almerico da Schio, Pal. RPU, 00054 Fiumicino (RM). The Supervisor of the data control is the Legal, Corporate and Auditing Director of Alitalia.

The Consumer Protection Association that will participate in the Conciliation Commission upon mandate from the customer shall be considered co-data controller of the data that it processes.

The undersigned consents to his/her personal data being processed by Alitalia SPA in its capacity as data controller pursuant to Legislative Decree 30 June 2003 no. 196 (legislation on the matter of the protection of personal data) for the purposes described in the Conciliation Regulations of 19 July 2010 and with the modalities indicated therein.

The undersigned also authorizes (also by means of making the documents available) the representative of the Consumer Protection Association in the Conciliation Commission appointed to examine his/her case to have access to the information and personal data that regard the case and are pertinent or useful to the examination of the aforementioned case. The undersigned is aware that this information, personal data and documents will in no way be divulged. Only the Supervisor (s), as well as the individuals designated by the aforementioned Supervisor (s) shall have access.

The failure to release authorization does not allow admission to the Conciliation Procedure.

Date.....

Signature.....