
Offers “in office” and “out of office”

PRINCIPAL RIGHTS OF THE CLIENT

regarding

FACTORING OPERATIONS
(Recourse, Without Recourse, Maturity Factoring)

Clients are invited to **read the rights carefully** before signing the contract.

RIGHTS

BEFORE CHOOSING

- Have available and bring with yourself (1) or receive (2) a **copy of this document**.
- Have available and bring with yourself (1) or receive (2) the **information sheet** relating to each of the services offered within the ambit of the product package, which illustrates its characteristics, risks and all of the costs.
- Obtain free of charge and bring with yourself a **completed copy of the contract including the summary document**, also prior to conclusion and without any commitment for the parties. Alternatively, the Client may obtain free of charge and bring with himself a copy of the scheme of general conditions of the contract and an estimate.

WHEN SIGNING

- Examine the **summary document** including all financial conditions, appended to the contract.
- Stipulate the **contract in writing**.
- Receive a **copy of the contract and of the summary document, signed** by the Factoring Company, to be kept for your records.
- The **contractual conditions** will not be less favourable than those published in the information sheet and in the summary document.
- Choose the **means of communication**, digital or paper-based, through which communications may be received.

DURING THE CONTRACTUAL RELATIONSHIP

- Receive **communications regarding developments in the relationship** at least once per year in a statement (for example a statement of account) and the summary document.
- Receive proposals of any **unilateral amendment to the contractual conditions** made by the Factoring Company. The proposal must be communicated at least two months in advance and must specify the reasons for the amendment. The proposal may be rejected within the starting date of the proposed unilateral modification, in which case the contract will be resolved in accordance to the previous conditions.
- Obtain at its own expense, within 90 days of the request and also after closure, a **copy of the documentation regarding individual operations** performed in the last ten years. Only the costs arisen for the production of this documentation can be debited to the Client.

ON TERMINATION

- Withdraw from the contract at any time, without penalties and without closure fees.

- Obtain the closure of the contract within the **terms** indicated in the information sheet.
- Receive the **statement** (for example the statement of account) attesting the closure of the contract and listing all of the operations carried out.

CLAIMS, CHALLENGES AND CONCILIATION

- The client may make a claim with the Factoring Company, either by registered letter with proof of delivery or by email (UBI Factor S.p.A. - Ufficio Reclami - Via F.lli Gabba 1 20121 Milano; email address: ufficio.reclami@ubifactor.it). The Factoring Company must respond within 30 days. If the client is not satisfied, before initiating court action he may contact the:
- Banking and Financial Arbitrator (BFA). For details on how to contact the Arbitrator please consult the website www.arbitrobancariofinanziario.it, ask at one of the branches of the Bank of Italy, or ask the factoring company.
The practical guide summarising the information on the Banking and Finance Arbitrator and the form for applications to the Arbitrator may be downloaded from the website www.arbitrobancariofinanziario.it or from the website of the Factoring Company www.ubifactor.it.
- Arbitrator in Banking Disputes, located in Via delle Botteghe Oscure, 54 - 00186 Roma.
In order to know how to address the Arbitrator in Banking Disputes you can visit the website www.conciliatorebancario.it. The Rules and Regulations of the Arbitrator in Banking Disputes is available at the Factoring Company and on the website www.ubifactor.it. The Customer can address the Arbitrator in Banking Disputes also in absence of previous claims.

- (1) Where the Client is on the premises of the Factoring Company (“in office” offer);
- (2) Where the Client is not on the premises of the Factoring Company (“out of office” offer).