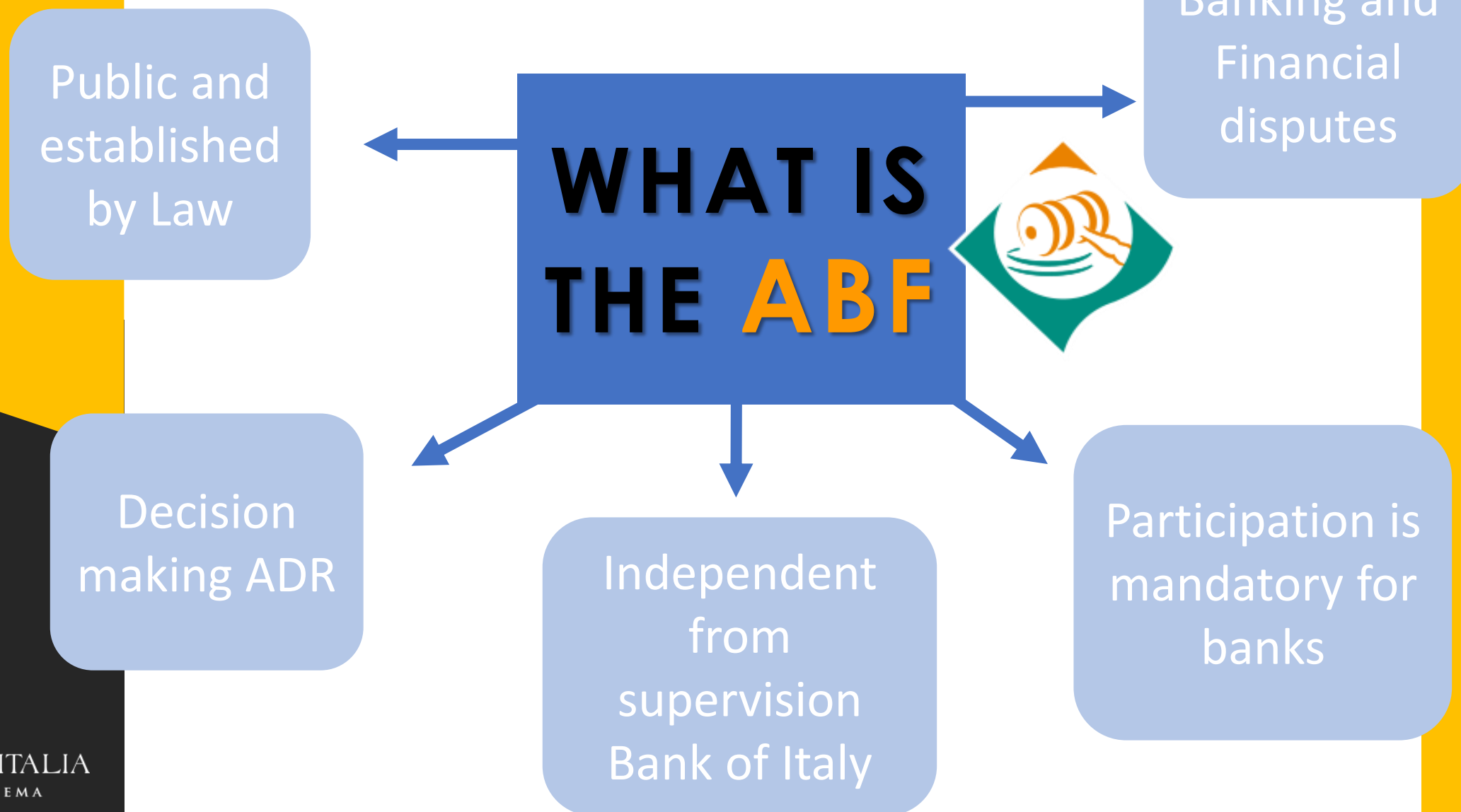


The impact of the digital age on ADRs: the experience of the Italian Banking and Financial Ombudsman

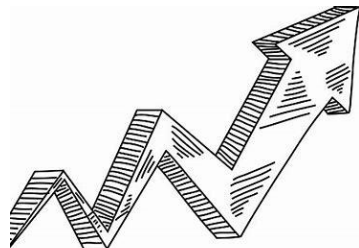
Costanza Alessi – Francesco Privitera

Banking and Financial Ombudsman (Arbitro Bancario Finanziario – ABF)





SOME DATA ON ABF



Steep rise in complaints received: from 3,500 in 2010 to almost 31,000 in 2020

**Average time frame
of procedure:
130 days
(208 in 2019)**



Panel meetings

448



Panel decisions

27.441



74%

**of complaints resolved
were substantially in
favour of the
complainant**



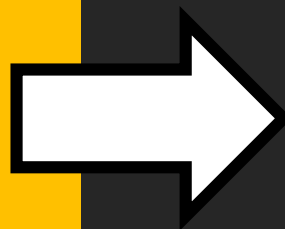
104 million euros awarded to
consumers in last 5 years

Heterogeneity of matters under dispute



USE OF Info. Tech. CAN LEAD TO BENEFITS FOR

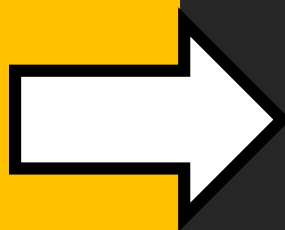
CONSUMERS



- Accessibility
- Costs
- Ease of filing complaints
- Greater participation

&

ADRs



- Organization
- Consistency
- Efficiency
- Productivity



CASE MANAGEMENT SOFTWARE - ABEF

Developed early on (in-house)

**Stores and keeps detailed
records of complaints and
documents**



**workflow that must be
completed**



**IT initially
focused on
tackling issues
faced by ADR**



CASE MANAGEMENT SOFTWARE - ABEF



ORGANIZATION

CENTRALISATION

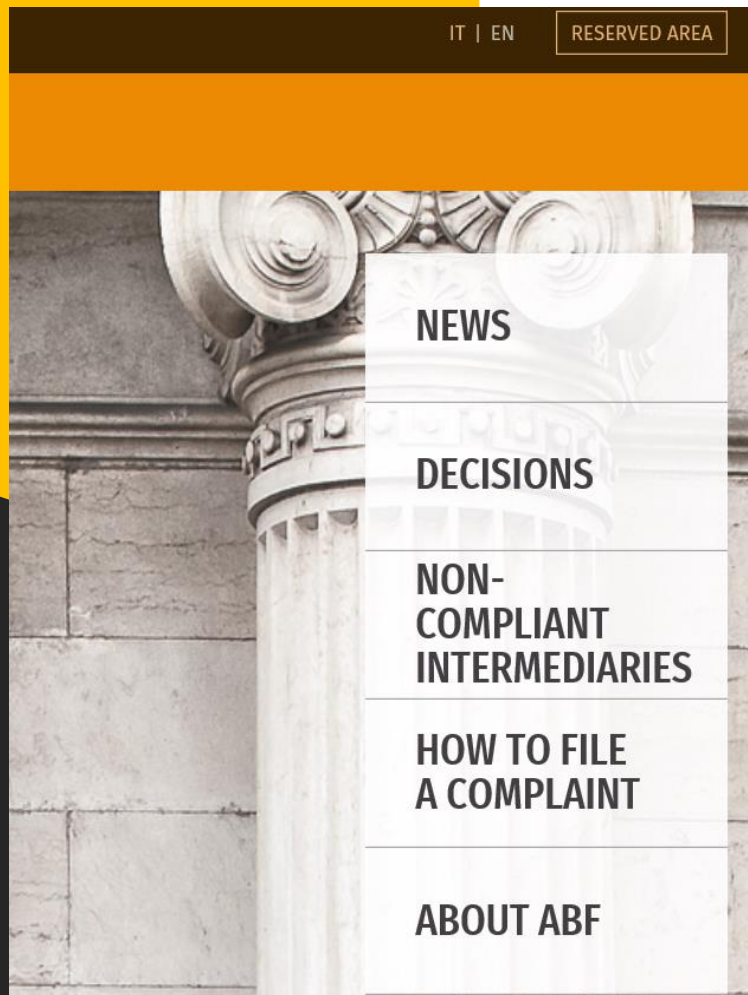
REDUCED HUMAN ERROR + MONITORING

CASES CAN BE COMPLETED FROM ANYWHERE



Increase in productivity

ONLINE PORTAL FOR FILING AND MANAGEMENT OF COMPLAINTS: since 2018



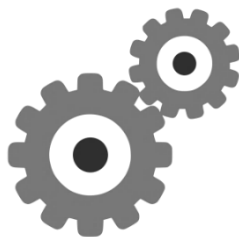
Consumer models



Always informed

IT focused on
improving ADR
system also for
clients

**Underlying
vision**

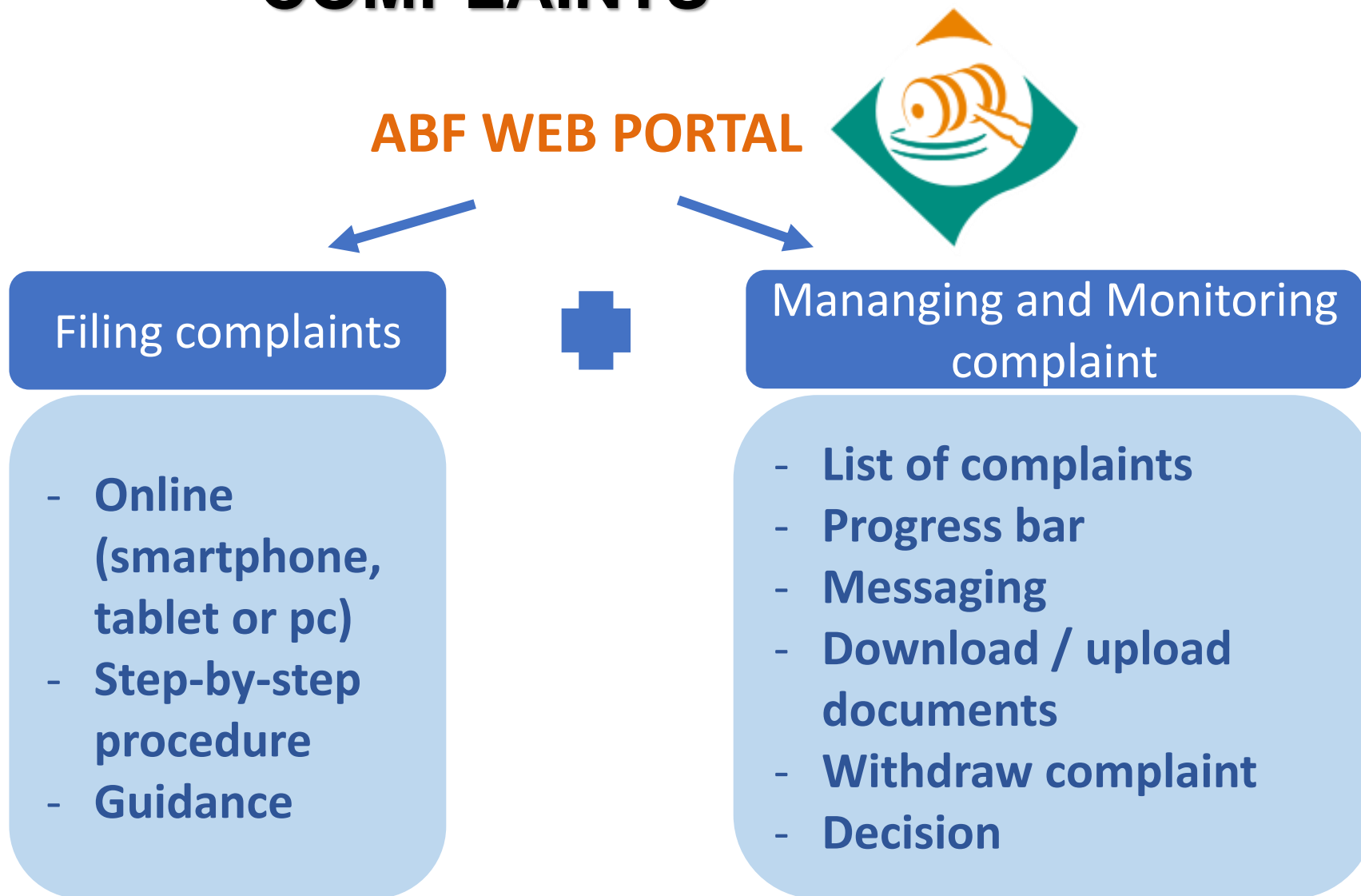


Procedural simplification



Usable and accessible

ONLINE PORTAL FOR FILING AND MANAGEMENT OF COMPLAINTS





ONLINE PORTAL - EFFECTS

99% complaints are filed online (few exceptions)
in the first «transition» year, 28% were filed offline

Decrease of inadmissible complaints : from 5% of
all complaints received in 2014 to only 1% in 2020

Reduction in the **duration of the procedure**

CUSTOMER SATISFACTION SURVEY

75% of clients found
interaction easy

80% said procedure was
clear

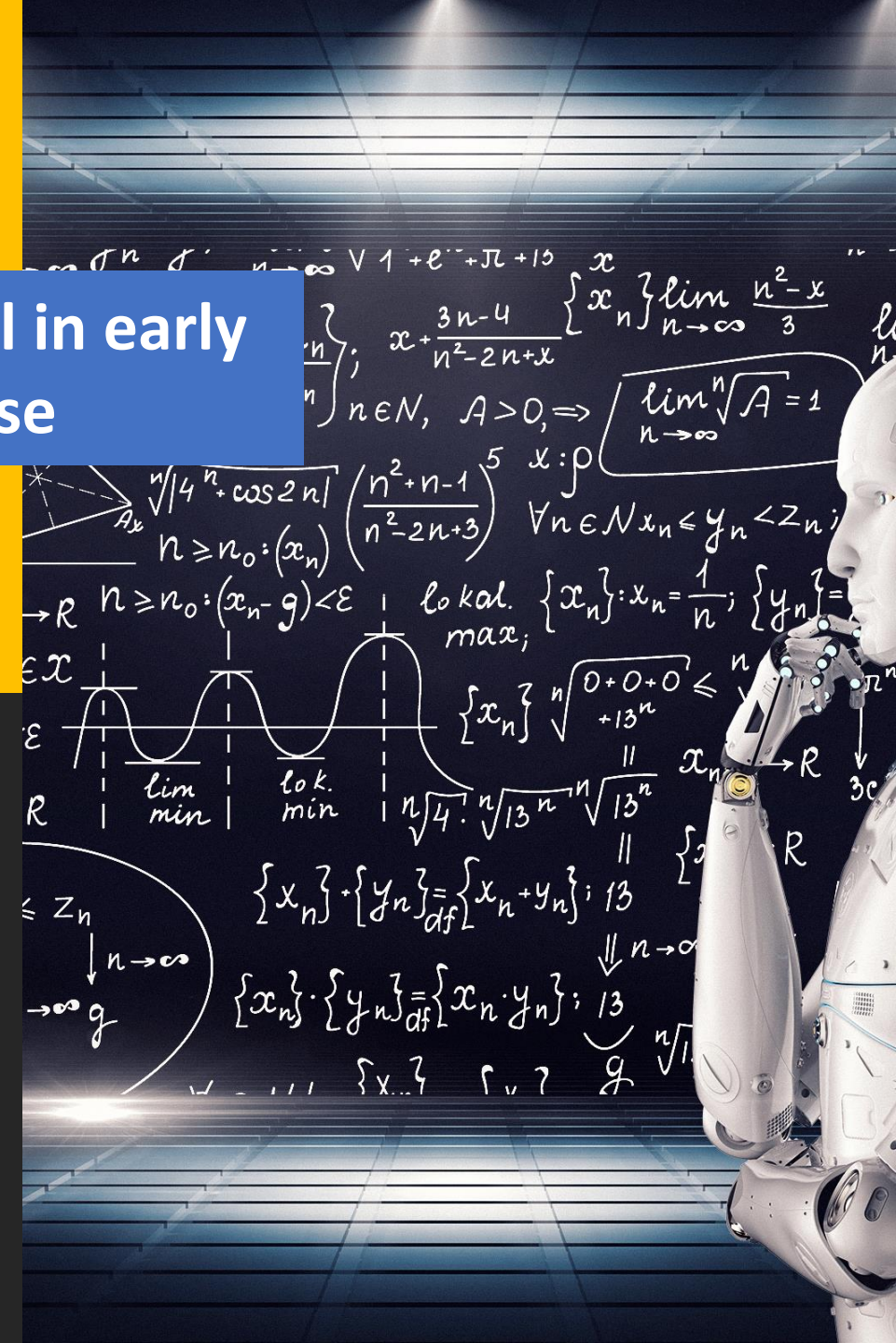




USE OF AI in ADRs : ABEF TECH

Project still in early phase

- Builds on previous recent AI project applied to complaints submitted to Bank of Italy (*Espotech*)
- Exploits wealth of data available and collected through procedure and portal
- Idea of introducing machine learning and text mining techniques to support activity of the ABF





USE OF AI in ADRs : ABEF TECH

Analysis of cases

identification of relevant prior cases and rulings
(clustering by macro-topic)

Outlier detection

identify possible differences in case laws
between Panels and ensure homogeneity

Phenomenon analysis

to promptly identify new emerging trends

Multi-dimensional full text search and visual data exploration

amongst all documents of procedure





Thank you for your attention!

