

## APPLICATION OF RESOLUTION

This Application of Resolution can be e-mailed to [info@sm-solutions.it](mailto:info@sm-solutions.it) or to the PEC address [salesmarketingsolutions@pec.it](mailto:salesmarketingsolutions@pec.it), as well as to the S&MS s.r.l. registered office in Via Ippodromo 7/9 - 20151 Milano.  
I, the undersigned.....born in ..... on  
(date).....,fiscal code....., resident in.....  
.....street/square.....

### GIVEN THAT

On (date).....lodged a complaint to S&MS s.r.l. by (tick the correct entry)

A. fax                      B. mail                      C. e-mail                      D. PEC                      E. Other(specify)

B. The issue subject of complaint is the following:

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

(Alternatively, it is possible to attach copy of the complaint)

The complaint did not achieve a positive outcome since :

the reply provided was deemed unsatisfactory;

no reply was forwarded within the 45 days deadline

Given the above, the undersigned

### REQUESTS

the Reconciliation Authority to identify an hypothesis of reconciliation agreement in order to settle the arisen dispute.  
Specify possible reconciliation solutions intended to be submitted to the Reconciliation Authority

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

I the undersigned declare to know and accept the S&MS s.r.l. reconciliation procedure; I declare that no appeal has been submitted neither to the Legal Authority nor to the Authority ruling the postal sector in order to settle the dispute and I am committed to

disclose in advance the withdrawal of the application in case the intention is to refer the issue to the Legal Authority or the Regulatory Authority. For the purposes of the resolution proceedings, the undersigned confirms its address or own e-mail address ( PEC also if relevant), where the reconciliation proposal settlement and the report certifying the outcome of the reconciliation procedure is to be sent: Street.....

town.....e-mail..... PEC.....

In fact, the reconciliation procedure must be completed, with a written report, within sixty days from the presentation of this petition. Any impediment to the progress of this application will be notified within 30 (thirty) days. Provided the reconciliation procedure had a totally or partially unsatisfactory outcome, the subscriber, by sending the CP form, can request the Authority to define the dispute, with the possibility of utilising the assistance of one of the national Consumers Associations.

Attached the documentation concerning the disputed issue:

- 1.
- 2.
- 3.

Date.....

Signature.....

### Information under article 13 of the d.lgs (legislative decree)196/2003 and UE Regulation 2016/679

S.&MS s.r.l. informs the client that personal details provided in the reconciliation application form will be used, either in paper and/or electronic mode, exclusively for the handling of the reconciliation procedure. The provision of data is compulsory. In the event of no data provision it will not be possible to continue with the reconciliation procedure.

S&MS s.r.l. is the controller of the data handling. I agree to the handling of personal details from S&MS only and exclusively for reconciliation purposes.

Date.....

Signature.....