



HOW TO ASK FOR REFUND TO THE CONCESSIONAIRE A22

The following informative pursues the exclusive purpose to inform the motorway's customer about the way he/she can ask for refund for possible damages occurred while travelling along the motorway. Moreover, it will explain how to present a refund-request and under what circumstances the customer can claim for/obtain a legitimate compensation.

Please, note that it is possible to ask for refund only when the customer can prove that the suffered damages is due to the concessionaire's -A22- default behavior. Several times it already occurred that verdicts excluded any concessionaire's responsibility in relation to possible damages suffered by customers, when accidents could not be ascribed to structural or maintenance motorway's deficiencies.

Also the Suprema Corte di Cassazione (Italy Supreme Court) in its verdicts reaffirmed that the concessionaire's responsibilities towards users are not-contractual type responsibilities, because the toll-payment represents a tax that the user must pay for being able to use a public service. That means, the concessionaire is not responsible for possible damages suffered by customers, if the regular service provided by A22 along the motorway -normal traffic flow- had been undermined or damaged not by maintenance or structural motorway's deficiencies, but instead by a third party or by natural events.

The following occurrences are not to be ascribed to the concessionaire's responsibility: lost or left objects on the roadway, stones thrown off by the previous vehicle, oil-paths left by unknown vehicles and possible delays and/or slowing down of traffic flows due to accidents caused by a third party.

However, whether the customer believes that the suffered damage can be ascribed to the concessionaire's responsibility, he/she should apply for refund (also by providing the necessary evidences) if the damages occurred along the motorway stretch from Brennero to Modena and in its fixtures, from Brennero's toll station until Campogalliano's.

The query should be sent to Settore Legale "Ufficio Sinistri", Autostrada del Brennero S.p.A. – via Berlino, 10 - 39100 Trento - Italy.

Please, note that, to fulfil all requirements, the application must provide the following information:

- Date when the accident took place;
- Accident's circumstantial report; please, insert place, driving direction (North/South) or toll station whether the accidents was caused by Telepass bar (please, attach the damage claim report issued by a toll booth operator).
- Vehicles' type and numberplate.
- Surname, name address of the owner and, if different, of the driver.
- Any kind of authority (police, breakdown recovery service, etc.) or motorway assistance services that intervened.
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The customer can also attach photos or other type of images. Please, note that you must always point out if there was work in progress.

The Brennero Motorway S.p.A., as concessionaire, works to warrant infrastructures' safety and security through non-stop maintenance and monitoring services to offer customers even more efficient and technologically advanced services.