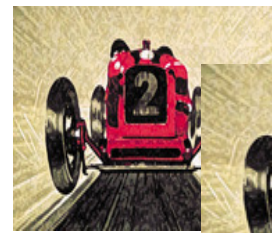




Automobile Club d'Italia



ACI PUBLIC SERVICE CHARTER



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GENERAL INFORMATION

ACI PUBLIC SERVICE CHARTER

The ACI Public Service Charter:

- is a **tool for transparency, accountability, knowledge, and communication**, and is addressed to all those who are involved with ACI in any capacity.
- is a **"pact" with the community**, through which ACI ensures its commitment in living up to the quality standards set out in this Charter and enables citizens to check whether such standards are respected.

Furthermore, this Charter:

- plays a **central role in developing a trust-based relationship between ACI and citizens** as it clearly describes the main services and gives useful information to get in touch with ACI.
- is an **essential tool for improving the quality of service** as it is:
 - ⇒ a fundamental element of the **continuous improvement** system, through which the feedback received by citizens can lead to concrete changes to services.
 - ⇒ a strategic tool for the **ACI's path to quality**, a circular path that starts from citizens and gets back to them, whereas ACI listens to their needs and expectations and commits to improve its services.

The ACI Public Service Charter is:

- **accessible**
 - ⇒ available on the ACI website www.aci.it from any device
 - ⇒ made available on leaflets at all service centres of the ACI Federation: PRA Offices, Provincial Automobile Club Offices, and their local service agencies
 - ⇒ also available in English.

- **dynamic and shared**

⇒ made available in a renewed version, featuring, in addition to the **overview of the services, updated quality standards** set with the aim of adapting ACI's activities to regulatory changes and citizens' needs

⇒ an expression of the pact between ACI and citizens

- **suitably designed**

⇒ consists of a 'General Information' and an 'Information on Services' sections

⇒ the 'General Information' section describes: ACI's commitments to the community, ACI's organization as a public body, the system put in place to get in touch with citizens and get feedback from them, as well as how they can monitor the qualitative performance of the services. The final part of this section is dedicated to the protection of users' rights

⇒ the 'Information on Services' section includes a concise description of ACI's activities, as well as the description of the services delivered to citizens, with relevant quality standards

This Charter applies to all ACI offices nationwide.

Periodical updates and revisions are planned - in particular with reference to the 'Information on Services' section - pursuant to any regulatory and organizational changes, to current performance and strategy, and to stakeholders' needs and expectations.

LEGISLATIVE BACKGROUND OF THE ACI PUBLIC SERVICE CHARTER

- Directive of the Italian President of the Council of Ministers of 27 January 1994, 'Principi sull'erogazione dei servizi pubblici'.
- Law no. 273 of 12 May 1995 'Misure urgenti per la semplificazione dei procedimenti amministrativi e per il miglioramento dell'efficienza delle pubbliche amministrazioni';
- Legislative Decree no. 286/1999, 'Riordino e potenziamento dei meccanismi e strumenti di monitoraggio e valutazione dei costi, dei rendimenti e dei risultati dell'attività svolta dalle amministrazioni pubbliche, a norma dell'articolo 11 della L. delega n. 15/1997'- Chapter III 'Qualità dei servizi pubblici e carte dei servizi';

- Legislative Decree no. 206/2005 'Codice del consumo';
- Directive of the Italian Presidency of the Council of Ministers - Department of Public Administration - 19 December 2006: 'Una pubblica amministrazione di qualità'.
- L. delega no. 15/2009 'Delega al Governo finalizzata all'ottimizzazione della produttività del lavoro pubblico e all'efficienza e trasparenza delle PA' (so called 'Brunetta Reform');
- Legislative Decree no. 150/2009 'Attuazione della legge 4 marzo 2009, n. 15, in materia di ottimizzazione della produttività del lavoro pubblico e di efficienza e trasparenza delle pubbliche amministrazioni';
- Legislative Decree no. 198/2009 'Attuazione dell'articolo 4 della legge 4 marzo 2009, n. 15, in materia di ricorso per l'efficienza delle PA e dei concessionari di servizi pubblici';
- CIVIT resolution no. 88/2010 'Linee guida per la definizione degli standard di qualità' (article 1, paragraph 1, Legislative Decree no. 198/2009)";
- CIVIT Resolution no. 3/2012 'Linee guida per il miglioramento degli strumenti per la qualità dei servizi pubblici' (pursuant to Article 13, paragraph 6, letter f) and Article 28 of Legislative Decree no. 150/2009);
- Legislative Decree no. 33 of 14 March 2013 - Chapter IV 'Obblighi di pubblicazione concernenti le prestazioni e i servizi erogati';
- Decree-Law no. 90/2014 converted into Law no. 114/2014 'Misure urgenti per la semplificazione e la trasparenza amministrativa e l'efficacia degli uffici giudiziari';
- Law no. 124 of 7 August 2015 'Deleghe al Governo in materia di riorganizzazione delle amministrazioni pubbliche'. Chapter IV 'Deleghe per la semplificazione normativa'.
- Presidential Decree no. 105 of 9 May 2016 'Regolamento di disciplina delle funzioni del Dipartimento della funzione pubblica della Presidenza del Consiglio dei ministri in materia di misurazione e valutazione della performance delle PA' (pursuant to Article 19, paragraph 10, of Decree-Law no. 90/2014 converted into Law no. 114/2014);
- Legislative Decree no. 74 of 25 May 2017 amending Legislative Decree no. 150/2009, in implementation of Article 17 paragraph 1, letter r) of Law no. 124/2015.

AN INTRODUCTION TO ACI

The *Automobile Club d'Italia* (ACI) is a **non-economic public body, a federation and a member-based association**, delivering public services, pursuant to Law no. 70 of 20 March 1975.

ACI institutionally oversees the Italian motoring sector, promoting and encouraging its development, and delivering a number of different services and activities for the benefit of motorists, ACI Members and other public administrations.

In order to pursue its institutional aims, ACI can count on its own **central and local organization** and on the support of 99 **federated provincial and local Automobile Clubs**, which in their turn are **non-economic Public bodies** having autonomous organization and treasury, as provided for by ACI's Statute.

Founded in 1905, over the years ACI has supported the development of private motoring in Italy through research activities, legislative proposals, road assistance, administration of car-related services, driving education, and road safety training, gradually expanding its range of services and institutional *mission*, which has now been extended to **encompass all aspects of mobility**.

This long history has led to the current branching of ACI activities in **three main categories: institutional activities, membership, and public services**.

The first category includes **activities of public interest** such as information on mobility topics, road safety education, traffic information, academic studies and research, development of motoring tourism, assistance to citizens as well as promotion of motor sports. In relation to the latter, ACI is also the **National Motorsport Federation** recognized by the FIA (*Fédération Internationale de l'Automobile*) and CONI (Italian National Olympic Committee), both of which it is a member.

The membership category includes all **activities and services** designed for and dedicated to ACI **Members**, even beyond their mobility needs. ACI currently has about one million Members and is one of the most important associations in Italy.

The third category refers to the **management of public services that ACI delivers in its capacity as a Public Administration**: the **Public Register of Motor-Vehicles** (PRA), which ensures the legal disclosure and protection of property or other legally relevant situations regarding motor-vehicles, pursuant to the Italian Civil Code; collection and control on behalf of the Provinces of the Provincial Registration Tax (IPT) on transactions submitted to the PRA; collection and control on behalf of the Regions and Autonomous Provinces of the regional **car tax** and relevant assistance services to citizens.

In exercising its functions, ACI is subject to the **supervision** of the Italian Presidency of the Council of Ministers and to the control of the Court of Auditors. Limited to the keeping of the PRA, supervision is also exercised jointly by the Italian Ministries of Justice and Infrastructure&Sustainable Mobility.

ACI, THE INSTITUTION

ACI is governed by the following bodies: the Assembly, the General Council, the Executive Committee, the National Motorsport Council, the Motorsport Executive Board and the Board of Auditors.

ACI's **President**, elected by the Assembly and appointed by Decree of the President of the Republic, is ACI's legal representative.

The **Secretary General** is at the top of the administrative structure, with the task of liaising the strategy-making bodies and the Management, and of coordinating management activities.

ACI has central offices at the Headquarters and many local offices.

Coordination and guidance are performed at the ACI **Headquarters**, which currently consist of 10 Departments, 3 Temporary Project Units, 2 Services and 32 Offices. The Headquarters also host the specialized Legal, Technical and Statistical services.

Departments

- President, Secretary General and Delegated Services supervision
- Governing Bodies Secretariat, Planning and Coordination
- Human Resources and Organization
- Road Safety Education, Mobility and Tourism
- Motorsport and International Relations
- Car Tax and Services to Local Authorities
- IT and Innovation
- Internal Audit
- Transparency, Anti-corruption, Data Protection and Public Relations
- Strategic Analysis for Group Policies

Temporary Project Units

- Unit for the implementation of the single document for motorists
- Automotive and Tourism EU financed Projects
- Centralized Public procurement system for the ACI Federation

Services

- Public procurement and General Affairs

- Governance and Management Control

Local offices

- 3 Multi-region Departments, in charge of coordinating institutional activities and delegated services and representing ACI at the local level, with particular reference to the development of the membership portfolio. A special Membership Unit operates in the Central Italy Multi-region Department.
- 103 province-based offices, named 'Metropolitan Area', 'Office' or 'Unit', according to local relevance, delivering car-related public services (Public Register of Motor-Vehicles, Provincial Registration Tax, Car Tax) to citizens.

Besides, the **federated Automobile Clubs** represent ACI at the local level, delivering to members, motorists, and institutions all activities and services provided for by the ACI Statute and the Federation's strategic guidelines. The local Automobile Clubs are not a part of the PRA and IPT management system.

ACI's complete organization chart is available on the ACI website www.aci.it, "Amministrazione trasparente" section at the following link https://www.aci.it/laci/la-federazione/amministrazione-trasparente/index.php?id_sezione=773.

THE PATH TO QUALITY

For a long time now, in order to guarantee maximum transparency to citizens, ACI and other Public Administrations started to improve the quality of their services, to streamline procedures and digitize processes.

In this framework, ACI is constantly committed to adopting tools and procedures aimed at increasing quality, such as:

- introduction of self-assessment procedures in order to identify strengths and weaknesses, to be addressed as a priority, and draft improvement plans for activities and services. In particular, this is achieved through the implementation within the ACI Federation of the European quality model CAF (Common Assessment Framework), in compliance with the European Program for the Total Quality of Public Administrations managed by the Italian Department of Public Administration.

- certification of ACI's local offices through the European Quality Procedure CEF (*CAF External Feedback*). Since 2011, 31 Offices have obtained this certification, confirming the optimal use of the CAF model.

- ISO 9001 and ISO 20000 certification of the processes related to Car Tax management.

- exchange of best practices within the Federation to share solutions and knowledge about the services provided.

Thanks to its nationwide presence and a consistent commitment to quality focused on digital innovation, ACI is constantly seeking new ways to connect with citizens.

Throughout this journey, ACI has successfully taken part in a number of initiatives and awards, such as:

- First edition of the Public Administrations Quality Award 2005/2006.
- 2008 "Premiamo i risultati" Competition.
- 2009 "Barometro della Qualità dei Servizi Pubblici" Initiative;
- 2009 "Mettiamoci la faccia" Initiative.
- 2011 EPSA European Award, Best Practice Certificate for the "Mobility services for the Disabled" initiative.
- 2013 EPSA European Award, Best Practice Certificate for the "3000 Ambassadors of Road Safety" initiative.

- 2016 Participation in the 7th European CAF Event for a successful case of CAF model implementation (Savona local Office).
- 2019 EPSA European Award, Best Practice Certificate for the "ACI Mobility Information System Luceverde", in which ACI was among the top 4 finalists.
- Participation in the 2019 Digital Agenda Award of Politecnico di Milano's Digital Agenda Observatory with the "PagoBollo" project, which won second place.
- 2021 UNPSA Award for the "ACI Mobility Information System Luceverde". ACI won the United Nations Public Service Awards promoting innovation and excellence in public service, placing among the 10 winners out of 180 participant public administrations worldwide.

INFORMATION, ACCESS TO SERVICES AND FEEDBACK FROM CITIZENS

In this section, you will discover how to request information and services, and how to address your remarks to ACI.



The first contact point with citizens **is the URP service (Customer Care)**, which ensures transparency, care of citizens' feedback, monitoring of service quality and customer satisfaction surveys.

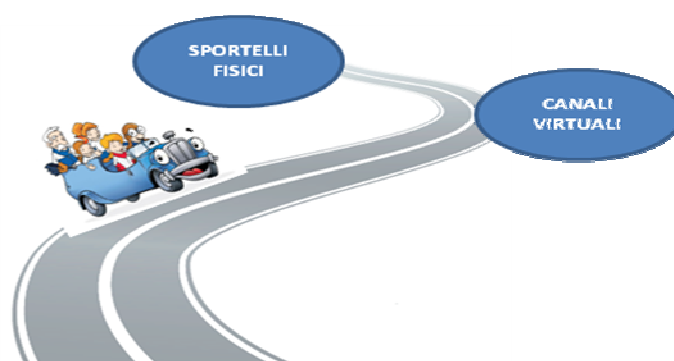
ACI URP Offices are available at all ACI provincial offices and are coordinated by a central URP Office based at the ACI Headquarters. URP Offices are also information points for the public on ACI activities and services.

Here's how you can reach URP:

- a. **URP Local Offices** (please select the Province you are interested in from the list at): <http://www.aci.it/laci/altri-contatti/ricerca-uffici-aci/lista-uffici-aci.html>;
- b. **URP online Contact Centre**, available at: <http://www.aci.it/laci/urp/urp-ufficio-relazioni-con-il-pubblico.html>, where you can choose the topic area you are interested in and fill in the online form, which is sent to the competent office. Acknowledgements and complaints can also be submitted through the URP Contact Centre (see relevant section of this document on feedback from citizens).
- c. **URP Call Centre** (toll-free number from Italy **800 18 3434**) to get information on ACI-PRA offices and car paperwork.

In brief:

INFORMATION: URP – CUSTOMER CARE	
in person	
URP Local Offices	http://www.aci.it/laci/altri-contatti/ricerca-uffici-aci/lista-uffici-aci.html
online	
URP online Contact Centre	http://www.aci.it/laci/urp/urp-ufficio-relazioni-con-il-pubblico.html Additionally, information on ACI services is also available on social media, ACI App, e-mail and certified e-mail contacts, online services
Telephone	
URP Call Centre	Toll-free number from Italy 800183434 (Monday to Friday; 8:30 to 12:30 excluding Bank holidays)



The following tables provide further information on the most important services.

LOCAL OFFICES

Home **L'ACI** Il Club Servizi URP Accedi/Registrati

La Federazione ACI per lo Sport Studi e ricerche Sicurezza stradale Driving in Italy **Altri contatti** URP PEC

Sei in [Home](#) / [L'ACI](#) / [Altri contatti](#) / [Ricerca uffici ACI](#) /

Ricerca uffici ACI

Ricerca tutti i punti in Italia

Naviga su mappa i punti in Italia

Naviga la mappa per trovare i punti ACI oppure seleziona una categoria per visualizzare gli sconti Show Your Card!



Visualizza punti ACI



Servizi PRA



Servizi URP



Servizi Tasse
Automobilistiche



Automobile
Club



Delegazioni

Visualizza offerte per i Soci



Offerte Show
Your Card

Altri contatti

Numeri utili

Sedi e punti di servizio

Ricerca uffici ACI

E-mail

Elenco siti tematici

PRA SERVICES

Besides applying in person at PRA local Offices (<http://www.aci.it/laci/altri-contatti/ricerca-uffici-aci/lista-uffici-aci.html>), most procedures related to vehicles' life can be carried out comfortably from home **by means of a PEC (Certified Electronic email) or a simple email** sent to the PRA Office of your place of residence. However, some procedures, including transfer of ownership, acceptance of inheritance and removal from PRA following exportation of the vehicle must by law be requested in person, and need prior booking through the ACI website.

PRA Services may be also performed at the applicant's home or long-lasting place of staying, when they are requested by people with disabilities or diseases that prevent or make it difficult for them to move from such places, people in medical care institutions, hospitals or retirement homes, prisoners. Requests can be submitted directly by them or through an association representing them, **at no additional charge**.

Information about this service is available at: <http://www.aci.it/i-servizi/per-la-mobilita/aci-per-il-sociale/servizi-a-domicilio-dellaci.html>.

Due to the epidemiological emergency caused by COVID-19, in line with Directive No. 1/2020 of the Italian Minister for Public Administration and Directive No. 1 of February 26, 2020, of the ACI Secretary General, home services are suspended until further notice.

CAR TAX ASSISTANCE

This service is available only at ACI local Offices (<http://www.aci.it/laci/altri-contatti/ricerca-uffici-aci/lista-uffici-aci.html>) based in the Regions and Autonomous Provinces that have ongoing agreements with ACI, as listed at: <https://iservizi.aci.it/assistenzabollo/action/inizio>.

Please note that prior booking through ACI's website is requested.

ASSISTANCE ON MEMBERSHIP, DRIVING LICENCE AND CAR PAPERWORK FOR MEMBERS AND MOTORISTS

Information Desks at Automobile Clubs and ACI agencies

This kind of assistance is available at local Automobile Clubs and ACI agencies listed in the ACI website Home page, "[Sedi e punti di servizio](#)" tag.

MOTORSPORT LICENCES

Ordinary sports licences can be requested at all sports offices nationwide (please select the Province you are interested in from the list at):

<https://www.aci.it/laci/altri-contatti/ricerca-uffici-aci/lista-uffici-aci.html>

Other







contacts:https://www.acisport.it/public_federazione/contatti_DSA.pdf

ONLINE CHANNELS:Website/social media/App/Email/PEC

1) WEBSITE www.aci.it

URP Contact Centre (<http://www.aci.it/laci/urp/urp-ufficio-relazioni-con-il-pubblico.html>)

It provides **general information, advice, and assistance**, and receives acknowledgements, suggestions, and complaints

<p>Online Information Desk http://www.aci.it/index.php?id=7544 Gateway to online services and to services available via PEC, or email</p>	 <p>Sportello virtuale ACI</p>
<p>Online Services http://www.aci.it/i-servizi/servizi-online.html</p>	
<p>Services for Members http://www.aci.it/il-club.html</p>	 <p>Diventa socio ACI. La serenità ti guida. In un mondo d'incertezze puoi fare affidamento sempre su ACI e sui servizi e il suo programma fedeltà "ACI ti premia". ACI ti dà anche quello che non immagini. Scopri di più</p>
<p>Studies and Research, Statistical data http://www.aci.it/laci/studi-e-ricerche/dati-e-statistiche.html This section includes automotive-related studies, and open data. It also includes the following major interest topics:</p> <ul style="list-style-type: none"> - The Italian Highway Code - The Law Review 	 <p>RIVISTA GIURIDICA DELLA CIRCOLAZIONE E DEI TRASPORTI PERIODICO ON-LINE DELL'AUTOMOBILE CLUB ITALIA</p>
<p>Magazines: available from the ACI website home page</p> <ul style="list-style-type: none"> - "L'Automobile" (for members) - Onda Verde 	 <p>L'Automobile il numero di <i>aprile</i> in edicola e in digitale</p>  <p>ONDA VERDE</p>

2) SOCIAL MEDIA

ACI also posts awareness campaigns, events, information, and advice on the use of cars on the most renowned social media.



ACI sport TV

ACI Sport TV provides visibility of all motor sports disciplines for sport enthusiasts.

On air on Sky channel 228 and on www.acisport.it, live coverage on social media @acisporttv and @acisportofficial



3) APPs

Available for free on App store and Google Play

Through **ACISpace App**, ACI offers all motorists a set of **services that guarantee safe and well-informed mobility:**

- information on one's own vehicles and much more (MyCar, Infotarga, Memo)
- locator of main nearby services and attractions while driving (Around Me)
- facilitated request for breakdown assistance (SOS button).

ACI SPACE
L'APP INDISPENSABILE
PER UNA MOBILITÀ
PIÙ SMART.



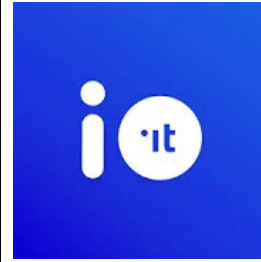
The **Luceverde App** provides detailed and up-to-date information on **traffic conditions** in the Italian cities participating in the service, in partnership with institutions, local police forces, road operators and public transport companies. A dedicated web radio service is also available through the App.



ACI is participating in the Italian Government's digital citizenship project "**IO**", **the App for public services**, allowing citizens to interact quickly and easily with public administrations to get information, respect deadlines, and make payments.

The following PRA and Car Tax services are currently available on IO App:

- **List of vehicles registered in ones' own name** with a link to the relevant Digital Certificate of Ownership (CDPD) or Digital Proof of Ownership (ADPD).
- **AvvisACI** that allows motorists to be notified in real time, directly on their mobile phone, whenever an event relating to their vehicle is registered in the PRA (recording of the deed of sale by the buyer, registration of a lien, etc.).
- **Notification of the Car Tax due date** with the possibility to pay directly on the pagoPA platform.



4) EMAIL

Useful email addresses:

visurennet@aci.it: information and assistance on vehicle records requested online.

bollonet@aci.it: information and assistance on car tax online payment.

distanzechilometriche@aci.it: information and calculation of the distance in kilometers between two locations.

infosoci@aci.it: information and comments on services for ACI members and prospects.

infoturismo@aci.it: information for motorists travelling in Italy and abroad; tourist information about Italy for foreign travellers; maps and ACI publications; vignettes for Austria and Switzerland; international tourist assistance; customs documents.

infostudi@aci.it: information on studies and research in the field of motoring and mobility.

5) PEC

ACI's **PEC (Certified Electronic email) addresses** are available on the ACI website at: <http://www.aci.it/laci/pec.html>

TELEPHONE NUMBERS

Number:	Information on:
800183434 Monday/Friday; 8:30/12:30 excluding Bank holidays;	ACI-PRA offices, car paperworks
800183434 Monday/Friday; 7:00/20:00	national and local roads, and local mobility
06491115: 24 hours a day, including Bank holidays	motoring tourism in Italy and assistance to motorists travelling on Italian roads, information for Italians travelling abroad (in partnership with the Crisis Unit of the Italian Ministry of Foreign Affairs)
3399943116 (24 hours a day)	number dedicated exclusively to hearing impaired people (either ACI members or non-members), to request breakdown assistance in Italy by text messaging
803116: 365 days a year, 24 hours a day	breakdown technical assistance
0266165116: 365 days a year, 24 hours a day	available to members to request ACI services from abroad

ATTENTION TO CITIZEN NEEDS: GETTING FEEDBACK FROM CITIZENS, AND ASSESSING THE QUALITY OF SERVICES

Getting feedback from citizens and citizen participation normally take place through:

1) *customer satisfaction* surveys. ACI periodically carries out satisfaction surveys among users and posts the results on its website: http://www.aci.it/laci/la-federazione/amministrazione trasparente/contenuto3962_customer-satisfaction_772.html.

This system is focused on citizens, who play a central role, and aims at identifying the potential for improvement, defined as the gap between stakeholders' expectations and service provided.

Customer satisfaction surveys are carried out at local Offices through online questionnaires administered by the URP staff to users of PRA and Car Tax services. The data so collected are also used to improve management and organization quality. The ACI's Statistical Area determines the number of questionnaires to be administered, which is statistically essential for the significance of the information collected. URP staff carry out the survey in person, using tablets to record data, which are automatically fed into the general *database*.

The system rationale is that:

- citizens can assess anonymously the perceived quality of services.
- surveys can provide useful knowledge for the continuous improvement of performance quality, as well as for the definition of staff incentive schemes.

The questionnaire meets criteria of simplicity, completeness, security,

reliability and fungibility.

2) the "Acknowledgements and Complaints" procedure allows citizens to submit complaints, proposals, express praise and satisfaction with the services (PRA - Car Tax assistance - URP - Services for Members - Other). Comments may be submitted to the URP Contact Centre at the following address <http://www.aci.it/index.php?id=6312>.

Should citizens submit comments via PEC or email or in person at a local Office, such comments are examined and fed into the URP Contact Centre procedure.

Data resulting from the "Acknowledgements and Complaints" procedure are examined bimonthly and together with data emerging from the annual *customer satisfaction* survey they help identify possible areas for improvement of local services.

The results are shared with the appropriate departments for consideration and subsequent implementation of any corrective actions.

GETTING FEEDBACK FROM CITIZENS	
Acknowledgements and Complaints	http://www.aci.it/index.php?id=6312
<i>Customer Satisfaction Surveys Outcome</i>	http://www.aci.it/laci/la-federazione/amministrazione-trasparente/contenuto3962_customer-satisfaction_772.html




SUMMARY OF ONLINE SERVICES












As provided for by Decree 76/2020 - "Misure urgenti per la semplificazione e l'innovazione digitale" (converted into Law 120/2020) and by the Digital Administration Code, starting from **1 October 2021** access to ACI's online public services (such as payment of car tax, AvvisACI, etc.) requiring authentication is only allowed by logging in with one of the following Digital Identities (digital identity only):



- **SPID**
- **CIE**
- **eIDAS**, for foreign nationals of European countries that have joined.

Credentials issued by ACI can be used only to access other ACI services, such as those dedicated to Members, while some other services do not require any authentication.

Payment needed for online services is processed through **pagoPA**, a digital platform allowing citizens to make digital payments to public administrations more easily and quickly.

SERVICE	Type of Log-in Credentials needed
Vehicle records (https://iservizi.aci.it/VisureInternet/#)- To request and obtain information on any vehicle entered in the PRA on the basis of its plate number. Payment through pagoPA of euro 6,00 is required, according to the current rate approved by the Ministerial Decree of the Italian Ministry of Economy and Finance of 21st March 2013.	 Entra con CIE  Entra con SPID 

<p>Vehicle History Statement (https://iservizi.aci.it/crononet/#)</p> <p>- To request the list of all recorded information on a vehicle (e.g. change of ownership, loss of possession, removal from PRA) since its first registration, on the basis of the vehicle's plate number. Payment through pagoPA of Euro 25,00 is required, of which Euro 9,00 as cost of certificate (in compliance with the current rates approved by the Ministerial Decree of the Italian Ministry of Economy and Finance of 21st March 2013) and Euro 16,00 for stamp duty.</p>	 Entra con CIE  Entra con SPID 
<p>Compute your car tax and additional road tax</p> <p>To calculate the amount of your car tax online (https://online.aci.it/acinet/calcolobollo/index.asp#).</p>	<p>None</p>
<p>AvvisACI - To receive quickly and safely from PRA an email or SMS on newly recorded events concerning your vehicle (http://www.aci.it/i-servizi/servizi-online/avvisaci.html).</p>	  Entra con CIE  Entra con SPID 
<p>Booking of PRA services and car tax assistance –</p> <p>To book an in-person appointment for motor-vehicle recordings at a PRA Office (https://prenotaci.aci.it/#).</p> <p>To book a request for car tax assistance at a PRA Office (https://prenotaci.aci.it/#) only for residents of the Regions and Autonomous Provinces partnered with ACI.</p>	  Entra con CIE  Entra con SPID  ACI credentials
<p>Fringe Benefit - To calculate the payment in kind resulting to employees from personal use of company-owned vehicles (http://www.aci.it/i-servizi/servizi-online/fringe-benefit.html).</p>	<p>none</p>

<p>Kilometer costs - To calculate reimbursement due to an employee (or professional) using his/her own vehicle while working for an employer (http://www.aci.it/i-servizi/servizi-online/costi-chilometrici.html).</p>	 Entra con CIE  Entra con SPID  ACI credentials
<p>Kilometer distance certificate - To obtain a document issued by <i>Automobile Club d'Italia</i> certifying the distance between two Italian locations. The service is open to all (http://www.aci.it/i-servizi/servizi-online/attestazione-distanze-chilometriche.html).</p>	 Entra con CIE  Entra con SPID  ACI credentials
<p>Pay your car tax – To make an online payment of car tax for people residing in the Regions or Autonomous Provinces partnered with ACI, through the platform pagoPA (http://www.aci.it/i-servizi/servizi-online/bollo-auto.html).</p>	 Entra con CIE  Entra con SPID 
<p>Auto3D - To assist motorists, quickly and easily, in all their needs. The Auto3D digital portal provides access to some ACI services, such as requests for technical and administrative checks on vehicles, support for changes of ownership, vehicle records, vehicle history statements, access to after-sales and mobility services https://auto3d.aci.it/#/home</p>	
<p>ACI Members Reserved Area- For all membership services included in ACI Membership Cards.</p>	ACI credentials after registration

THE QUALITY OF ACI SERVICES

Automobile Club d'Italia has identified the following quality indicators of the services, to be assessed against pre-set targets: accessibility, promptness, and transparency.

Accessibility

Accessibility means making available to users clear information on how to locate the places where services or assistance can be requested and are provided in the shortest time possible.

It includes:

- **in-person accessibility**
- **multichannel accessibility**

In order to provide accessible services, ACI takes into consideration potential needs of all types of users and delivers digital services in a modern, technological, and innovative way.

Digital services are listed on the website.

Promptness

Promptness is measured by the time taken from service request to service delivery.

Quality service means that the time for delivery is shorter than -or equal to- a standard.

To this purpose, ACI sets service processing times, different according to type of service and channel, and commits to reduce waiting times to a minimum.

Transparency

Transparency is about making information available and disseminating it in such a way that applicants can know to whom, how and what to request and how long it will take to receive the service.

Through its numerous communication channels (local offices, online and telephone channels), ACI provides users with all the information they need to make the most of the services they are interested in.

Information on services, offices, service managers, forms, suggestions, and complaints can be found easily and effectively.

Effectiveness

Effectiveness is the extent to which the service matches the applicant's expectations.

It includes:

- **compliance** with the technical specifications set out in the office procedures, as well as with the relevant regulations.
- **completeness** of the service with respect to the needs of the applicant.

ACI provides citizens with efficient services that meet their needs, comply with the procedures and ensure completeness.

Quality indicators

ACI has set out different quality indicators, based on the type of service, described in the 'Information on services' section of this Charter.

Indicators were selected to enable proper audit of the achievement of quality standards.

Such assessment is made mainly via computer-based procedures. The benchmark period for the final indicators' assessment is one year.

Service sheets

Each service sheet includes:

- a brief description of the service.
- who can request it and how.
- the services' quality indicators.
- ACI pre-set standards.

The service sheets are updated periodically to effectively meet users' expectations.

PERFORMANCE REVIEW

Automobile Club d'Italia pursues constant quality improvement by means of a performance review system where the results of the monitoring activity on the services are compared with the strategic and/or operational objectives set out in the *Performance Plan*, in compliance with economic and financial planning.

By means of internal audit systems, managers of the offices providing services monitor their staff's work compliance with quality standards.

As regards the production and monitoring of IT, complementary services, membership, and institutional activities, quality standards are laid down in the agreements in place with the *in-house* operating companies providing such services.

The quality of the services delivered by ACI offices may also be assessed through *internal audit* inspections.

Moreover, ACI pays particular attention to quality from the users' perspective, which represents a key tool for the continuous improvement of services. To this end, ACI has put in place a well-structured feedback system allowing to review comments, both positive and negative, identify any critical issues and define new quality standards.

Feedbacks come from the *Customer satisfaction* surveys and the *Acknowledgements and Complaints* procedure, as described in the following section "Protection of User Rights".

As a further means for receiving users' feedback, ACI has activated participatory evaluation initiatives, aimed at surveying the degree of satisfaction of members, citizens, external and internal end users, and general stakeholders with respect to the activities and services provided. The results are published annually on the ACI website, "Amministrazione Trasparente" section.

To continuously improve performance results in line with European quality standards, ACI also carries out self-assessments of its own organization, according to the CAF European model of excellence and in coordination with the Department of Public Administration.

PROTECTION OF USER RIGHTS

The relationship between ACI and citizens is based on the principles of democracy and transparency, whereby laws give citizens some rights and adequate remedies for their protection, and impose parallel duties on public administration.

In this context, ACI is committed to ensure citizens' information on services and relevant regulations, and to disseminate promptly and effectively - also through publication on its website - all the information, documentation, and procedures for requesting the services.

Relations between citizens and ACI are also based on the principles of cooperation, fairness, and good faith.

In this respect, it is worth noting that ACI has adopted its own [Code of Conduct](#) and [Code of Ethics](#), which set out the principles and duties to which ACI staff and anyone working with the administration must adhere when carrying out their professional activities serving the community.

How to submit a complaint

ACI is committed to achieving the quality standards and targets set for some services, as described in the service sheets further in this document.

Should citizens notice failure to comply with such quality standards, they may submit a complaint using the Acknowledgements and Complaints procedure at <http://www.aci.it/index.php?id=6312> or through the URP Contact Center, asking for remedial actions.

INFORMATION ON SERVICES

This section briefly describes ACI's most relevant areas of interest and includes service sheets of ACI's main public services, split by sector of activity.

ACI AND DIGITAL



The Automobile Club d'Italia has long since set out on the path of digital transformation by applying information and communication technologies to digitalize processes and respect the rights of citizens and businesses, in accordance with the objectives set out in the Public Administration ICT Three-Year Plan and the principles *digital by default*, *digital identity only*, *mobile first* and *once only*.

ACI's point of view in regards of its IT System development is that technology is a "tool for reform" and motorists' needs must be placed at the heart of any revision/reengineering of processes.

In this regard, for years now ACI has been launching a number of actions aimed at interacting easily and immediately with motorists thanks to the technologies available today, such as Internet, mobile devices, artificial intelligence and block-chain. ACI pursues innovation also by means of infrastructures that allow interoperability of IT systems and data exchange with other public administrations. Such new form of cooperation and integration of services and public databases has allowed to realize the vehicle's "Single registration certificate", which is issued to millions of citizens and is the

result of the joint work between ACI and the Department of Transportation of the Italian Ministry of Infrastructure and Sustainable Mobility.

**PUBLIC REGISTER OF
MOTOR-VEHICLES
(PRA)**



The Public Register of Motor-Vehicles - PRA - guarantees the rights of citizens, ensuring the correct identification of liability with respect to the ownership and use of their vehicles.

The PRA is a public register established for the purpose of ensuring that legally relevant events in a vehicle's life are secured through recording. As a matter of fact, the PRA serves the function of legal disclosure of ownership and other 'rights in rem', which are rights that rest on vehicles.

The PRA database contains records for over 50 million vehicles and is constantly updated. Its data are also used for studies and research on the automotive sector, and for statistical, insurance, financial, industrial and environmental planning.

Here is a list of other PRA functions of public relevance:

- Identification of civil, administrative, and criminal liability related to the ownership and circulation of vehicles.
- Supply of services to other public administrations, judicial and enforcement authorities.
- Parent database for car tax database.

ACI manages the PRA by recording legal information relating to motor-vehicles, motorbikes and trailers, which have the status of "movable property" according to the Italian Civil Code.

PRA services are available through in-person access to local Offices when current regulations require the applicant's physical presence and digitally in other cases (email, PEC and online services).

PRA services can be summarized as follows:

- Vehicle registration and further recordings, known as "formalità", which can be provided digitally (about 80% of the total) and in presence.
- Vehicle records/Vehicle History Certification, which can be requested digitally through the online services Visurennet and Crononet, or via SPID/CIE/eID, email, PEC, and ACI Space iOS/Android App;
- Data supply services, provided only to individuals/entities entitled to, according to the Regulations for the Access to the ACI IT System, or supplied digitally.

Most of the PRA services are now available on request via email or PEC or through the ACI website section "Servizionline - Servizi Digitali PRA", or even via the ACI Space App.

Many applications can now be managed *from home*:

- deletion of liens, which have been released before 1 January 2020;
- suspension of liens;
- loss of possession and recovery of possession;
- suspension of foreclosures;
- registration of change of ownership on behalf of the seller (only if required by a court order: e.g., Ruling of the *Giudice di Pace*);
- deletion of seizures, foreclosures, and bankruptcy/insolvency proceedings;
- updating of the PRA database following changes in residence, which have been already recorded on the vehicle's Registration Certificate.

In addition, private citizens, lawyers, trustees in bankruptcy and other entitled parties can submit - by email or PEC - requests for vehicle records, copies of deeds and files, refund of undue amounts and other services and pay for them online.

On the other hand, it is not possible to request via PEC/email services which - by law - must be requested in person, for example: change of ownership and deed of acceptance of inheritance (for which it is mandatory to submit the original authenticated private deed or official record or judgment), removal from PRA for permanent export, for which the original number plates, vehicle Registration Certificate/Documento Unico must be produced. These measures are required by law to protect citizens and guarantee their property rights from the risk of fraud, false sale, and false registration of vehicles.

Please note that in-person applications at local PRA Offices need booking. You can book your appointment at <http://www.up.aci.it/>, by selecting the PRA

Office of the Province you are interested in.

Payment of the amounts due must be made on the pagoPA payment system.

CAR TAX



ACI gives motorists easy and secure methods of payment of car tax, helping to fight tax evasion.

Through the PRA IT System, ACI operates the Italian National Tax Archive (art. 51 of Law Decree No. 124/2019), fed by databases of all Italian Regions.

As part of this work, ACI guarantees ongoing design and development of innovative procedures to improve tax management, reduce costs for beneficiary administrations and maximize accessibility of services by citizens.

As the technology partner recognized by AGID, ACI guarantees:

- identification of the tax-receiving and tax-paying parties (PagoBollo) in the context of the complex collection process via the pagoPA platform.
- assistance to citizens for car tax payment (via electronic channels such as IO App) and exemption, suspension, and refund requests.

Car tax payments made through the ACI PagoBollo service are automatically routed to the PagoPA platform.

INSTITUTIONAL ACTIVITIES

ROAD SAFETY EDUCATION



Road safety education is among the cornerstones of ACI's institutional mission in support of safe and sustainable mobility.

ACI has always been committed to promoting safe and responsible driving behaviour and to raising awareness of road risks through two fundamental education channels, such as training in schools and driver training.

Training in schools of all levels aims at promoting a culture of safety for all road users, paying particular attention to the weakest and most vulnerable and taking into account that mobility is part of a broader context, which includes environmental protection, sustainable development, and promotion of the territory.

To this end, ACI has a long-standing cooperation with the Italian Ministry of Education for the development of educational and advisory programs on road safety which are an essential part of the civic education in schools, as provided for in Article 230 of the Italian Highway Code.

A constantly updated educational program is available on the PNES platform (*Piattaforma Nazionale Educazione Stradale*) "Edustrada" managed by the Italian Ministry of Education, which is accessible to any interested schools. Here schools can choose from among the training modules prepared by ACI in partnership with local Automobile Clubs.

The following training modules are suitable for students of all school levels:

- 2 Ruote Sicure (responsible bicycle riding)
- A passo sicuro (safe pedestrian behaviour and pedestrian crossings)
- TrasportACI Sicuri (carrying children in car safely)
- Mopeds and light quadricycles, rules for new drivers

- The effects of distracted driving
- Alcohol and drugs' effects on driving
- New technologies, appropriate driving styles and psychological aspects
- Vulnerable road users: pedestrians and cyclists
- Vehicle safety, road safety
- Electric micro-mobility and sustainable mobility
- Young Road Safety Champions.

The driver education model 'Ready2Go'

The national network of ACI driving schools Ready2Go was set up to promote ACI's educational method, which has been developed with a broader scope than the ministerial one, so that drivers can become more aware of their own behaviour and the risks involved in driving and adopt correct and safe driving habits.

The Ready2Go education scheme available at ACI driving schools therefore broadens the mandatory ministerial programme in order to increase a culture of safety and prevention, with the main objective of reducing risks and limiting accidents.

The theory and practice teaching modules are designed to develop the knowledge and skills required for safe and responsible driving, with particular reference to:

- adopting correct behaviour to avoid and prevent accidents
- strictly avoiding alcohol and drug consumption
- managing unusual or dangerous situations
- adopting appropriate behaviour in the event of a breakdown or accident.



Traffic information is a key element for the development of safe traffic, environmental protection and urban development.

Building on its solid expertise in the sector of traffic information in Italy, ACI has developed a consistent and well-structured system to achieve safe and sustainable mobility related goals.

Through the *in-house* company ACI Infomobility, ACI has created a local traffic information system called *Luceverde*, which is open to all road users. It is a multi-channel system broadcast via radio, Internet, social networks, and apps for mobile devices in partnership with the local authorities participating in the service.

The service is now active in some important Italian cities and is gradually being extended throughout the country.

The *Luceverde* service is also backed by the research of innovative solutions for the improvement of all mobility standards in terms of safety, sustainability, efficiency, protection of the environment and protection of road users.

The novelty and excellence of the service have been recognized internationally, as with *Luceverde*, ACI has qualified as one of the winners of the 2019 EPSA Best Practice Certificate, organized by the European Institute of Public Administration, and one of the winners of the 2021 UNPSA Award organized by the United Nations, the most prestigious awards for the public sector, both in Europe and worldwide.



ACI provides all travellers in Italy with general information on mobility via the e-mail address infoturismo@aci.it.

Besides the information services made available also via online channels and Apps for mobile devices, special mention should be given to the information assistance provided to travellers going abroad for any reason, in partnership with the Ministry of Foreign Affairs and International Cooperation.

Thanks to this integration of expertise between public administrations, ACI:

- guarantees with continuity, 24/7 holidays included, a contact center (tel. no. +39 06/491115) to provide the information drawn from the portal

Viaggiasesicuri, which is updated by the Crisis Unit of the Italian Ministry of Foreign Affairs.

- constantly updates the mobility section of the countries included in the Viaggiasesicuri portal.
- provides to travellers going abroad a telephone registration service to the portal 'Dovesiamonelmondo' managed by the Ministry of Foreign Affairs and International Cooperation.

ACTIVITIES FOR MEMBERS



ACI is the Club of motorists, committed over the past century to delivering assistance services to its members and updating them without giving up tradition, which has made it a pillar for millions of motorists.

Services are carried out in cooperation with provincial and local Automobile Clubs and are based on steady improvement of performance in order to maintain and progressively expand the membership portfolio, thus fulfilling ACI's institutional mission.

Automobile Club d'Italia provides its members with a wide range of assistance services, in Italy and abroad, either on the road or in everyday life. ACI Membership Cards cover ACI members and their families, on the road and at home throughout the year, and the ACI emergency breakdown service is provided not only on members' vehicle, but on any means of transport they are travelling on, 24 hours a day.

ACI assistance services are constantly updated in order to make travelling stress-free and offer new solutions to members' evolving needs. In recent years, in fact, the urban mobility scenario has changed, leaving room for alternative modes of transport that have led to extending ACI's traditional car breakdown service to other vehicles, including bicycles, both electric and non-electric, and to introducing specific protection for pedestrians and scooter users, as well.

ACI Membership Cards include **Gold Premium**, offering new exclusive and more comprehensive services to ensure full assistance to ACI members and their family in any circumstances; **Sistema**, providing members with all the assistance they need while travelling; **Club**, offering breakdown assistance in Italy.

To request assistance, members can contact the ACI Global Operations Center by dialing the toll-free number 803.116 from Italy and 02.66.165.116 from

abroad or, otherwise, they can use the ACI Space App which offers geo-located assistance services.

For further information, members may contact their local Automobile Club or visit the ACI website section "Le Tessere" at: https://www.aci.it/il-club/il-club-e-i-suoi-vantaggi/le-tessere-aci.html?no_cache=1.

Membership can be subscribed at local Automobile Clubs and local ACI agencies which, thanks to their widespread presence throughout the country, also offer additional services and benefits at local level, as well as management of car paperwork and payment of car tax.

A further channel for membership cards subscription is offered by the website www.aci.it.

ACI AND MOTORSPORT



ACI is the national federation for motorsport recognized by CONI and the FIA (Fédération Internationale de l'Automobile).

In this capacity, it lays down the regulations for the performance of motorsport activities on the national territory, promotes the Italian championships and national trophies for each motorsport discipline and supervises the functioning of motorsport justice.

The organizational structure of the motorsport department can be found at <https://www.aci.it/laci/aci-per-lo-sport.html>.

Every year in Italy, under the aegis of ACI, about 900 car races are held in 16 different disciplines (karting, rally, speed races, etc. <https://www.acisport.it/it/acisport#>), involving over 30,000 motorsport license-holders acting as drivers, motorsport officials, doctors, etc.

ACI directly organizes the Italian F1 Grand Prix at the Monza motor racing circuit and the Rally d'Italia Sardegna, both competitions counting for the respective World Championships.

Furthermore, it promotes the recruitment and training of motorsport officials for the control and safety of sporting events, and homologates the national

racetracks and technical material for competitions. Finally, ACI is entrusted with the task of representing Italian motorsport in all international sporting bodies.

As part of its duties as a sports federation, ACI provides its motorsport license-holders (<http://www.acisport.it/it/acisport/licenze-e-servizi/come-ottenere-una-licenza>) with services such as:

- insurance policy in case of injury and legal protection, which becomes effective upon issuance of the sports license (<http://www.acisport.it/it/acisport/licenze-e-servizi/assicurazioni-altri-licenziati-sportivi/2021>);
- issuing of HTPs and FICHES, technical documents needed to allow cars to participate in certain types of races (<http://www.acisport.it/it/acisport/licenze-e-servizi/fiches-HTP>);
- issuing of the Technical Passport, an identification document for vehicles required for certain types of races (<http://www.acisport.it/it/acisport/licenze-e-servizi/passaporti>);
- authorizing the holding of motor races on the national territory, by taking care of the publication of the championship calendars (<http://www.acisport.it/it/acisport/calendari/6/2021/0/0/0>).

SERVICE SHEETS

PUBLIC REGISTER OF MOTOR-VEHICLES (PRA)

1 –Vehicle Records

Based on the license plate number, the Service provides information on the current legal status of the vehicle (owner, legal encumbrances) as resulting from the database of the Public Register of Motor-Vehicles (PRA).

You can request Vehicle Records:

- online via the Visurennet service, by logging in with your SPID/CIE/eID credentials and paying the amounts due online. Vehicle Records can be provided through Visurennet only if the vehicle has been certified in the PRA digital database created in accordance with Law no. 187 of 1990. Vehicle Records are sent by email in PDF format to the e-mail address specified in the request.
- via PEC or email to your local PRA Office, for vehicles that have not been entered in the digital database as per Law n.187/1990 (i.e., Vehicle Records only available from paper registers). You need to enclose a copy of your personal ID and receipt of the payment. The Office will send the requested document by email in PDF format to the e-mail address specified in the request.
- exclusively via PEC to the PRA Office of your place of business, in case of requests for vehicles registered in the name of natural or legal persons in a state of bankruptcy and requests made pursuant to art. 492-bis of the Italian Code of Civil Procedure sent by entitled persons such as lawyers, trustees in bankruptcy, etc. The Office will send the Vehicle Records in PDF format to the PEC address specified in the request.

The cost of service is Euro 6,00 for each Vehicle Records requested (VAT exempt amount, DPR no. 633/72, Art. 4). The payment must be made exclusively through the pagoPA platform. In case of requests sent via email and PEC it is mandatory to attach the online payment receipts together with the above-mentioned documentation.

PLEASE NOTE that according to the law, Vehicle Records are not a certificate.

How you can use this service

Who can apply	How to use it
<p>Anyone may request information concerning any vehicles registered, based on license plate number.</p>	<p>Vehicle Records can be requested:</p> <ul style="list-style-type: none"> - via the Visurennet service at: https://iservizi.aci.it/VisureInternet/#/ <p>In this case, only 3 (three) searches are allowed on the same day by the same tax code.</p> <ul style="list-style-type: none"> - by email or PEC to the PRA Offices whose contacts can be found in the Sedi e Punti di servizio section of the ACI website.

Quality standards and targets

Quality standards	Indicator	Target
Promptness	<p>Average response time for applications sent by individuals via PEC or email: 3 working days (excluding Saturdays). Average response time for applications sent by entitled professionals (lawyers, trustees in bankruptcy, etc.): 5 working days (excluding Saturdays). Requests submitted via the Visurennet service are processed within the next working day.</p>	99%
Accessibility	<p>PRA Offices are located in every province capital all over Italy. Access to this service is provided by email or PEC, and the request can be made 24 hours a day. The online service (Visurennet) is available 24 hours a day, 7 days a week, including holidays.</p>	100%
Effectiveness and compliance	<p>Data mining is processed through computer-based procedures. In exceptional cases of incorrect or missing tax code, further checks are requested by PRA operators to the applicant and a new deadline for completing the request is set.</p>	98%

The service is advertised through the following channels: ACI website, ACI Space App, URP Office, PRA local Offices websites available at <http://www.up.aci.it/>, and PRA local Offices where posters inform the public on the online service.

- **Assistance services:**

You can contact the URP Call Centre by phone at the toll-free number 800.18.34.34, operating Monday through Friday from 8:30 a.m. to 12:30 p.m., excluding holidays. For information and assistance on the Visurennet service the following e-mail address is also available: visurennet@aci.it

- **How to send acknowledgments/complaints/suggestions to improve the service:**

On www.aci.it you can access the URP Service and send an email of acknowledgment, complaint, or suggestions.

- **Customer satisfaction:**

ACI periodically carries out customer satisfaction surveys through questionnaires addressed to customers who have requested PRA services. The surveys are conducted by URP staff and are based on criteria of simplicity, completeness, security, reliability and fungibility.

- **Outcome of customer satisfaction surveys:**

The results of the customer satisfaction surveys are posted on the ACI website at the following link: http://www.aci.it/laci/la-federazione/amministrazione-trasparente/contenuto3962_customer-satisfaction_772.html.

2 - Vehicle History Certificate and online Vehicle History Statement

The Service provides a Certificate that reports, in chronological order, all changes of ownership, recordings and information (owners, mortgages, liens, distraints and other encumbrances) related to the vehicle, from the date of its registration to the date of the request.

You can request Vehicle History Certificates:

- on line via the Crononet service, by logging in with your SPID/CIE/eID credentials at <https://iservizi.aci.it/crononet/#> and paying the amounts due on the pagoPA platform. Vehicle History Statements can be provided through Crononet only if the vehicle has been certified in the PRA digital database created in accordance with Law n. 187 of 1990. The Certificate is sent by email in PDF format to the e-mail address specified in the request.
- via PEC or email to your local PRA Office. You need to enclose a copy of your personal ID and the pagoPA payment receipt. The Office will send the requested Certificate by PEC or email in PDF format to the address specified in the request.

The cost of the Service is Euro 25,00 (of which Euro 16,00 for stamp duty and Euro 9.00 for PRA fees; VAT exempt amount, DPR n. 633/72, Art. 4) for each Certificate requested. The payment receipt must be attached to the PEC or email request.

PLEASE NOTE that the Vehicle History Certificate is a certificate issued by a Public Administration. According to law, such certificates can only be used in dealings between private citizens and cannot be presented to public administration bodies or private providers of public services.

How you can use this service

Who can apply	How to use it
Anyone may request information concerning any vehicles registered, based on its license plate number.	You can request Vehicle History Certificates: - by using the Crononet service at: https://iservizi.aci.it/crononet/# - by email or PEC to the PRA Offices whose contacts can be found in the <u>Sedi e Punti di servizio</u> section of the ACI website.

Quality standards and targets

Quality standards	Indicator	Target
Promptness	Average response time for applications sent by individuals via PEC or email: 3 working days (excluding Saturdays). Average response time for applications sent by entitled professionals (lawyers, trustees in bankruptcy, etc.): 5 working days (excluding Saturdays). Requests submitted via the Crononet service are processed within the next working day.	99%
Accessibility	PRA Offices are located in every province capital all over Italy. Access to this service is provided by email or PEC, and the request can be made 24 hours a day. The online service (Crononet) is available 24 hours a day, 7 days a week, including holidays.	100%
Effectiveness and compliance	Data mining is processed through computer-based procedures. In exceptional cases of incorrect or missing tax code, further checks are requested by PRA operators to the applicant and a new deadline for completing the request is set.	98%

The service is advertised through the following channels: ACI website, ACI Space App, URP Office, PRA local Offices websites available at <http://www.up.aci.it/>, and PRA local Offices where posters inform the public on the online service.

- **Assistance services:**

You can contact the URP Call Centre by phone at the toll-free number 800.18.34.34, operating Monday through Friday from 8:30 a.m. to 12:30 p.m., excluding holidays. For information and assistance on the Crononet Service, the following e-mail address is available: visurennet@aci.it

- **How to send acknowledgments/complaints/suggestions to improve the service:**

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- **Customer satisfaction:**

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- **Outcome of customer satisfaction surveys:**

The results of the customer satisfaction surveys are posted on the ACI website at the following link: http://www.aci.it/laci/la-federazione/amministrazione-trasparente/contenuto3962_customer-satisfaction_772.html.

3 - Vehicle Records and Vehicle History Statement for foreigners not in possession of SPID, CIE, EID

Vehicle Records and Vehicle History Statement can be requested by PEC/email only by foreigners not in possession of a SPID, CIE, EID. Such service is reserved exclusively for:

- Nationals of European Member States who do not have a digital identity (eID) recognized under eIDAS to access online services (i.e. citizens of countries other than Belgium, Croatia, the Czech Republic, Estonia, Germany, Latvia, Luxembourg, the Netherlands, Portugal, Slovakia and Spain, which have joined eIDAS).
- foreign nationals without a residence permit.
- foreign nationals residing in a country other than Italy.
- foreign professional dealers of the automotive sector, such as dealers of vehicles imported from Italy.

The above categories are allowed to apply for Vehicle Records and Vehicle History Certificates by sending an e-mail or PEC request to any office of the Italian Public Register of Motor-Vehicles (PRA). Such request must include the form available on the ACI website (Richiesta visure/estratti utenza straniera), duly filled in and signed, also attaching a copy of the payment receipt made via bank transfer to the Automobile Club d'Italia on IBAN IT03 W010 0503 211000000 200 044 at Banca Nazionale del Lavoro Agenzia 11 di Roma, SWIFT code BNLITRRXXX, and a copy of the applicant's identity document.

The PRA Office receiving the application will examine the request and, if appropriate, will deliver the relevant documents to the applicant's email address.

Contact details of PRA Offices can be found at:

https://www.aci.it/laci/altri-contatti/ricerca-uffici-aci/lista-uffici-aci.html?no_cache=1.

How you can use this service

Who can apply	How to use it
<p>The service is reserved exclusively for:</p> <ul style="list-style-type: none"> - Nationals of European Member States who do not have a digital identity (eID) recognized under eIDAS (i.e. citizens of countries other than Belgium, Croatia, the Czech Republic, Estonia, Germany, Latvia, Luxembourg, the Netherlands, Portugal, Slovakia and Spain, which have joined eIDAS). - foreign nationals without a residence permit. - foreign nationals residing in a country other than Italy. - foreign professional dealers of the automotive sector, such as dealers of vehicles imported from Italy. 	<p>Vehicle Records and Vehicle History Certificates can be requested by email or via PEC to the PRA Offices whose contacts can be found in the <u>Sedi e Punti di servizio</u> section of the ACI website.</p>

Quality standards and targets

Quality standards	Indicator	Target
Promptness	The request, submitted via PEC or email, is taken over by the PRA Office and requires verifications and bank checks. The average response time is 10 working days from the date of visibility of the bank transfer on ACI's account or from the date of reception of the request, whichever the latest.	99%

Accessibility	<p>PRA Offices are located in every province capital all over Italy, each one with their own email and PEC address. Access to this service is provided by email or PEC, and the request can be made 24 hours a day.</p> <p>Applicants who need to periodically apply for a high number of documents are kindly requested to send their requests to several PRA Offices (especially if they usually apply to an Office close to the national border). The request is taken in charge the next working day (except on Saturdays) from receiving the application.</p>	100%
Effectiveness and compliance	<p>Data mining is processed through computer-based procedures. In exceptional cases of incorrect or missing tax code, further checks are requested by PRA operators to the applicant and a new deadline for completing the request is set.</p>	98%

The service is advertised through the following channels: ACI website, ACI Space App, URP Office, PRA local Offices websites available at <http://www.up.aci.it/>, and PRA local Offices where posters inform the public on the online service.

- **Assistance services:**

You can contact the URP Call Centre by phone at the toll-free number 800.18.34.34, operating Monday through Friday from 8:30 a.m. to 12:30 p.m., excluding holidays.

- **How to send acknowledgments/complaints/suggestions to improve the service:**

On www.aci.it you can access the URP service and send an email of acknowledgment, complaint, or suggestions.

4 - Vehicle Records by tax code

This service provides Vehicle Records of all vehicles registered in the name of a specific person (natural person or legal entity) on the date of the request.

Vehicle Records by tax code include vehicles that have been removed from the register or for which a loss of possession has been recorded.

In the case of vehicles that have been leased, Vehicle Records by tax code include both the lessor and lessee data.

The search is done by tax code/VAT number.

Vehicle Records by tax code can be requested:

- via PEC to the PRA local Office of their place of business by lawyers, bankruptcy trustees and other entitled parties.
- via PEC or email to the local PRA Office of their place of residence by private citizens, solely on their own tax code/VAT number or on a deceased person's tax code if they are acting as his/her heir.

In either case, it is necessary to download the form at: https://iservizi.aci.it/PortaleFornituraDatiWeb/doc/VISURA%20NOMINATIVA_MODULO.pdf, fill it out and attach it to the email request, together with the necessary documentation in PDF format. For further information on documents to submit, please visit:

https://www.aci.it/fileadmin/documenti/servizi_online/visure_nominative_documentazione.pdf

The PRA Office will inform - via PEC or by email - on the total amount of fees to be paid on the pagoPA platform.

The cost of the Service is Euro 6,00 for each Vehicle Records requested (VAT exempt amount, DPR n. 633/72, Art. 4) plus Euros 6,00 (VAT exempt amount, DPR n. 633/72, Art. 4) for each license plate number found. The payment must be made through the pagoPA platform and the payment receipt sent to the PRA Office via PEC or email.

In the event that for the request for Vehicle Records by tax code a cause of **exemption** is claimed (quoting the legislative reference), suitable supporting documentation must be attached. After having assessed the eligibility for the exemption, the PRA Operator will send the database findings via PEC or email.

The Office will send the requested Vehicle Records by email in PDF format to the applicant's e-mail address specified in the request.

How you can use this service

Who can apply	How to use it
<ul style="list-style-type: none"> - Private individuals (natural persons or legal entities) can request Vehicle Records by tax code only on their own tax code/VAT number or on a deceased person's tax code if they are acting as his/her heir. - Entitled parties (lawyers, notaries, private investigators in possession of authorization of the Prefecture, bodies of composition of the crisis from over indebtedness, receivers). 	<p>The service can be requested exclusively via PEC by lawyers, bankruptcy trustees and other entitled parties, by email or PEC by private citizens, to the PRA offices contacts available in the Sedi e Punti di servizio section of the ACI website.</p> <p>In the case of private individuals, it is necessary to attach a copy of an identity document.</p> <p>The list of documents to be attached to the request by private individuals and entitled parties can be found at the following link: https://www.aci.it/fileadmin/documenti/servizi_online/visure_nominative_documentazione.pdf</p>

Indicators and programmed values

Quality standards	Indicator	Programmed value
Promptness	Average response time for applications sent via PEC or email by private users: 3 working days (excluding Saturdays) after reception by the Office of the payment receipt. Average response time for applications sent by other categories (lawyers, bankruptcy administrators and other entitled subjects): 5 working days (excluding Saturdays), except for requests needing complex processing.	99%
Accessibility	PRA offices are located in every province capital all over Italy. Access to this service is provided by email or PEC, and the request can be made 24 hours a day.	100%
Effectiveness and compliance	Data mining is processed through computer-based procedures. In exceptional cases of incorrect or missing tax code, further checks are requested by PRA operators to the applicant and a new deadline for completing the request is set.	98%

The service is advertised through the following channels: ACI website, ACI Space App, URP Office, PRA local Offices websites available at <http://www.up.aci.it/>, and PRA local Offices where posters inform the public on the online service.

- **Assistance services:**

You can contact the URP Call Centre at the toll-free number 800.18.34.34, operating from Monday through Friday from 8:30 am to 12:30 pm, excluding holidays.

- **How to send acknowledgments/complaints/suggestions to improve the service:**

On www.aci.it you can access the URP service and send an email of acknowledgment, complaint, or suggestions.

- **Customer satisfaction:**

ACI periodically carries out customer satisfaction surveys through questionnaires addressed to customers who have requested PRA services. The surveys are conducted by URP staff and are based on criteria of simplicity, completeness, security, reliability and fungibility.

- **Outcome of customer satisfaction surveys:**

The results of the customer satisfaction surveys are posted on the ACI website at the following link: http://www.aci.it/laci/la-federazione/amministrazione-trasparente/contenuto3962_customer-satisfaction_772.htm.

5 - Vehicles History by tax code

The service provides the license plate numbers of all vehicles ever registered in the name of a person (natural person or legal entity), regardless of the status of the vehicle in the archives, including those vehicles which on the date of consultation are no longer in his/her possession as a result of sale or loss of possession.

The search is done by tax code/VAT number.

The Vehicles History by tax code can be requested:

- by PEC to the local PRA Office of their place of business by lawyers, bankruptcy trustees and other entitled parties.
- by email or PEC to the local PRA Office of their province of residence by private citizens, solely on their own tax code/VAT number or on a deceased person's tax code if they are acting as his/her heir.

It is necessary to download the form from the website: https://iservizi.aci.it/PortaleFornituraDatiWeb/doc/VISURA%20NOMINATIVA_MODALITA_MODULO.pdf, fill it in and attach it to the email request.

The service cost is Euro 25,63 (VAT exempt amount, DPR n. 633/72, Art. 4) for each name searched (i.e. tax code/VAT code). The payment must be made via the pagoPA platform and the relevant receipt is to be attached to the request. The Vehicles History document is sent by the Office in PDF format, via PEC or email, to the applicant's address indicated in the request.

In the event that for the request for Vehicles History by tax code a cause of **exemption from payment** is claimed (quoting the legislative reference) suitable supporting documentation must be attached. After having assessed the eligibility for the exemption request, the PRA Operator will send the database findings via PEC or email.

How you can use this service

Who can apply	How to use it
<ul style="list-style-type: none"> - Private individuals (natural persons or legal entities) can request Vehicles History by tax code solely on their own tax code/VAT number or in their capacity as heirs for vehicles registered in the name of the deceased. - Entitled parties (lawyers, notaries, private investigators in possession of authorization of the Prefecture, bodies of composition of the crisis from over indebtedness, receivers). 	<p>The service can be requested only by PEC by lawyers, bankruptcy trustees and other entitled parties, by email or PEC by private citizens, to the PRA offices contacts available in the <u>Sedi e Punti di servizio</u> section of the ACI website.</p> <p>In case of private individuals, it is necessary to attach a copy of an identity document.</p> <p>The list of documents to be attached to the request by private individuals and entitled parties can be found at the following link: https://www.aci.it/fileadmin/documenti/servizi_online/visure_nominative_documentazione.pdf</p>

Quality standards and targets

Quality standards	Indicator	Target
Promptness	Average response time for applications sent by private users via PEC or email: 3 working days (excluding Saturdays) after reception by the Office of the request, and 5 working days (excluding Saturdays) in case of other categories (lawyers, receivers and other entitled parties), except for requests needing complex processing.	99%
Accessibility	PRA offices are located in every province capital all over Italy. Access to the service is provided by email or PEC and the request can be made 24 hours a day.	100%

Effectiveness and compliance	Data mining is processed through computer-based procedures. In exceptional cases of incorrect or missing tax codes, further checks are requested by PRA operators to the applicant and a new deadline for completing the request is set.	98%
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The service is advertised through the following channels: ACI website, ACI Space App, URP Office, PRA local Offices websites available at <http://www.up.aci.it/>, and PRA local Offices where posters inform the public on the online service.

Assistance services:

You can contact the URP Call Centre at the toll-free number 800.18.34.34, operating Monday through Friday from 8:30 a.m. to 12:30 p.m., excluding holidays.

- How to send acknowledgements/complaints/suggestions to improve the service):

On www.aci.it you can access the URP Service and send an email of acknowledgement, complaint, or suggestions.

- Customer satisfaction:

ACI periodically carries out customer satisfaction surveys through questionnaires addressed to customers who have requested PRA services. The surveys are conducted by the URP staff and are based on criteria of simplicity, completeness, security, reliability and fungibility.

- Outcome of customer satisfaction surveys:

The results of the customer satisfaction surveys are posted on the ACI website at the following link: http://www.aci.it/laci/la-federazione/amministrazione-trasparente/contenuto3962_customer-satisfaction_772.htm.

6 - Recording loss of possession of a vehicle

The service provides recording of the loss of possession of a vehicle in the PRA database. It can be requested only for the following reasons:

- theft of the vehicle
- `dichiarazione sostitutiva` statement for tax purposes only
- other reasons (misappropriation, fraud, seizure, administrative confiscation, judgment of the Giudice di Pace, default of the owner of the collection center or dealer, natural disasters, fire / destruction and other).

The request can be made:

- via PEC or email to the PRA office of the province of residence.
-

The list of documents to be attached can be found at: <https://www.aci.it/laci/sportello-virtuale-aci.html>, by selecting "Servizi Digitali PRA – Servizi al cittadino".

The service has a cost of Euro 32 for stamp duty. The amount to be paid is also advised at the link above. The payment must be made on the pagoPA platform and the payment receipt must be attached to the PEC or email request.

How you can use this service

Who can apply	How to use it
Anyone having a vehicle registered in his/her name and willing to register its loss of possession at the PRA.	By email or PEC to the PRA Offices whose contacts can be found in the <u>Sedi e Punti di servizio</u> section of the ACI website.

Quality standards and targets

Quality standards	Indicator	Target
Promptness	Average response time for applications sent via PEC or email: 3 working days (excluding Saturdays) after receipt of the complete documentation, except in case of issues concerning the legal status of the vehicle.	98%

Accessibility	PRA offices are located in every province capital all over Italy. Access to this service is provided by email or PEC, and the request can be made 24 hours a day.	100%
Effectiveness and compliance	The application is checked by a PRA operator also through computer-based procedures.	98%

The service is advertised through the following channels: ACI website, ACI Space App, URP Office, PRA local Offices websites available at: <http://www.up.aci.it/>, and PRA local Offices where posters inform the public on the online service.

- **Assistance services:**

You can contact by phone the URP Office Call Centre at the toll-free number 800.18.34.34, operating Monday through Friday from 8:30 am to 12:30 pm, excluding holidays.

- **How to send acknowledgments/complaints/suggestions to improve the service):**

On www.aci.it you can access the URP Service and send an email of acknowledgement, complaint, or suggestions.

- **Customer satisfaction:**

ACI periodically carries out customer satisfaction surveys through questionnaires addressed to customers who have requested PRA services. The surveys are conducted by URP staff and are based on criteria of simplicity, completeness, security, reliability and fungibility.

- **Outcome of customer satisfaction surveys:**

The results of the customer satisfaction surveys are posted on the ACI website at the following link: http://www.aci.it/laci/la-federazione/amministrazione-trasparente/contenuto3962_customer-satisfaction_772.htm.

7 - Recording recovery of possession of a vehicle

The service provides recording of the recovery of possession of a vehicle. It can be requested for:

- Recovery of possession after a loss of possession due to theft has been recorded.
- Recovery of possession after a loss of possession has been recorded by means of a 'dichiarazione sostitutiva' statement for tax purposes only.
- Recovery of possession after a loss of possession for other reasons has been recorded (e.g. misappropriation, fraud, seizure, administrative confiscation, judgement of the Giudice di Pace).

The request can be made:

- via PEC or email to the PRA Office of the province of residence.

The list of documents to be attached can be found at: <https://www.aci.it/laci/sportello-virtuale-aci.html>, by selecting "Servizi Digitali PRA – Servizi al cittadino".

The service has a cost of Euro 32 for stamp duty. The amount to be paid is also advised at the link above. The payment must be made on the pagoPA platform and the payment receipt must be attached to the PEC or email request.

How you can use this service

Who can apply	How to use it
Anyone having a vehicle registered in his/her name and willing to register recovery of possession at the PRA.	By email or PEC to the PRA Offices whose contacts can be found in the <u>Sedi e Punti di servizio</u> section of the ACI website.

Quality standards and targets

Quality standards	Indicator	Programmed value
Promptness	Average response time for applications sent via PEC or email: 3 working days (excluding Saturdays) after receipt of the complete documentation, except in case of issues concerning the legal status of the vehicle.	98%
Accessibility	PRA offices are located in every province capital all over Italy. Access to this service is provided by email or PEC to the PRA Office of the province of residence. The request can be made 24 hours a day.	100%
Effectiveness and compliance	The application is checked by a PRA operator also through computer-based procedures.	98%

The service is advertised through the following channels: ACI website, ACI Space App, URP Office, PRA local Offices websites available at: <http://www.up.aci.it/>, and PRA local Offices where posters inform the public on the online service.

- **Assistance services:**

You can contact the URP Office Call Centre by phone at the toll-free number 800.18.34.34, operating Monday through Friday from 8:30 a.m. to 12:30 p.m., excluding holidays.

- **How to send acknowledgments/complaints/suggestions to improve the service):**

On www.aci.it you can access the URP Service and send an email of acknowledgement, complaint, or suggestions.

- **Customer satisfaction:**

ACI periodically carries out customer satisfaction surveys through questionnaires addressed to customers who have requested PRA services. The surveys are conducted by URP staff and are based on criteria of simplicity, completeness, security, reliability and fungibility.

- **Outcome of customer satisfaction surveys:**

The results of the customer satisfaction surveys are posted on the ACI website at the following link: http://www.aci.it/laci/la-federazione/amministrazione-trasparente/contenuto3962_customer-satisfaction_772.htm.

8 - Recording change of ownership of a vehicle

The service provides recording of the title of the change of ownership of a vehicle at the PRA.

The sale of a used vehicle needs a suitable deed for the transfer of ownership (authenticated private deed, official record, administrative measure, judgment). Within sixty days from the date of the deed, except for minor cases, the buyer must apply to a Sportello Telematico dell'Automobilista (**STA**) to register the deed and obtain the vehicle's **Single Registration Document (DU)**, where the new ownership is recorded.

If the seller's signature on the deed of sale is authenticated at a Sportello Telematico dell'Automobilista operating at PRA or Motorizzazione Civile offices, it is compulsory to apply at the same time to register the deed and obtain the vehicle's Single Registration Document (DU). This procedure ensures the legal certainty of updating the PRA database with the data of the new owner/s of the vehicle.

Recording change of ownership is subject to payment. The amounts to be paid for the Provincial Registration Tax (IPT), stamp duty, PRA fees and Motorizzazione Civile fees, can be found at: <https://www.aci.it/i-servizi/guide-utili/guida-pratiche-auto/passaggio-di-proprietà/veicoli-muniti-di-cdp-o-cdpd-o-du.html>

All amounts due must be paid at the PRA counter at the time of the request only by **electronic payment** (debit card, prepaid debit card). Payment by credit card, pagoPA, or postal slip is not allowed.

The list of documents to be attached to the application can be found at: <https://www.aci.it/i-servizi/guide-utili/guida-pratiche-auto/passaggio-di-proprietà/veicoli-muniti-di-cdp-o-cdpd-o-du.html>

In order to cope with the health emergency caused by the Covid-19 virus, the competent Authorities have adopted regulatory provisions aimed at fighting the spread of the disease, such as measures to avoid overcrowding in public offices.

For these reasons, ACI has had to significantly reduce access to PRA offices, both for private users and professionals, and has provided for the possibility of requesting many operations via PEC or email.

However according to law, change of ownership can only be recorded in presence. An appointment with the Office can be booked online at the following link: <https://prenotaci.aci.it/#>

How you can use this service

Who can apply	How to use it
The buyer of the vehicle needing to record the change of ownership in the PRA.	<p>The service is provided only in presence, after booking an appointment at the following link: https://prenotaci.aci.it/#</p> <p>PRA Offices contacts can be found in the <u>Sedi e Punti di servizio</u> section of the ACI website.</p>

Quality standards and targets

Quality standards	Indicator	Target
Promptness	The recording of the change of ownership is usually processed at sight at the counter, except in case of exceptional malfunctioning of the IT systems.	95%
Accessibility	PRA Offices are located in every province capital all over Italy. The service is provided only in presence, after compulsory reservation at one of the Offices at the link https://www.aci.it/laci/altri-contatti/ricerca-uffici-aci/lista-uffici-aci.html .	100%
Effectiveness and compliance	The application is checked by a PRA operator also in light of records existing in the PRA database and National Vehicles Archive. The application is processed at sight through computer-based procedures.	98%

The service is advertised through the following channels: ACI website, ACI Space App, URP Office, PRA local offices websites available at <http://www.up.aci.it/>, and PRA local Offices where posters inform the public on the online service.

- Assistance services:

You can contact the URP Call Centre by phone at the toll-free number 800.18.34.34, operating Monday through Friday from 8:30 a.m. to 12:30 p.m., excluding holidays.

- **How to send acknowledgments/complaints/suggestions to improve the service:**

On the www.aci.it website, you can access the URP Service and send an email of acknowledgement, complaints, or suggestions.

- **Customer satisfaction:**

ACI periodically carries out customer satisfaction surveys through questionnaires addressed to customers who have requested PRA services. The surveys are conducted by URP staff and are based on criteria of simplicity, completeness, security, reliability and fungibility.

- **Outcome of customer satisfaction surveys:**

The results of customer satisfaction surveys are published in the ACI website at the following link: http://www.aci.it/laci/la-federazione/amministrazione-trasparente/contenuto3962_customer-satisfaction_772.htm.

9 - Recording change of ownership of a vehicle by succession (Inheriting a vehicle)

The service provides recording of the deed of acceptance of inheritance producing the transfer of ownership of the vehicle.

The signature of the heir on the deed of acceptance of inheritance must be authenticated and **within sixty days** from the authentication it is necessary to apply to a **STA** to register such deed and obtain the vehicle's **Single Registration Document (DU)**, where the new owner's data are recorded.

If the heir's signature on the deed of acceptance of inheritance is authenticated at a Sportello Telematico dell'Automobilista operating at the PRA or Motorizzazione Civile offices, it is compulsory to apply at the same time to register the deed of acceptance of inheritance and obtain the updated vehicle's Single Registration Document (DU). This procedure ensures the legal certainty of updating the PRA database with the data of the new owner/s of the vehicle.

Recording the acceptance of inheritance is subject to payment. The amounts to be paid for the Provincial Registration Tax (IPT), stamp duty, PRA fees and Motorizzazione Civile fees, can be found at: <https://www.aci.it/?id=523>. All amounts due must be paid at the PRA counter at the time of the request only by **electronic payment** (debit card, prepaid debit card). Payment by credit card, pagoPA or postal slip is not allowed.

The list of documents to be attached to the application can be found at: <https://www.aci.it/i-servizi/guide-utili/guida-pratiche-auto/ereditare-un-veicolo/cosa-fare-per-registrare-latto-di-accettazione-delleredita.html>.

In order to face the health emergency caused by the Covid-19 virus, the competent Authorities have adopted regulatory provisions aimed at fighting the spread of the disease, such as the measures aimed at avoiding overcrowding in public offices.

For these reasons, ACI has had to significantly reduce access to PRA offices, both for private users and professionals, and has provided for the possibility of requesting many operations via PEC or email.

However according to law, change of ownership by succession can only be recorded in presence. An appointment with the Office can be booked online at the following link: <https://prenotaci.aci.it/#>.

How you can use this service

Who can apply	How to use it
Heir/s needing to record in the PRA the deed of acceptance of inheritance producing the transfer of ownership of a vehicle.	<p>The service is provided only in presence, after booking an appointment at the following link: https://prenotaci.aci.it/#</p> <p>PRA Offices contacts can be found in the Sedi e Punti di servizio section of the ACI website.</p>

Quality standards and targets

Quality standards	Indicator	Programmed value
Promptness	The recording of the acceptance of inheritance is usually processed at sight at the counter, except in case of exceptional malfunctioning of the IT systems.	95%
Accessibility	PRA Offices are located in every province capital all over Italy. The service is provided only in presence, after compulsory reservation at one of the Offices at the link https://www.aci.it/laci/altri-contatti/ricerca-uffici-aci/lista-uffici-aci.html .	100%
Effectiveness and compliance	The application is checked by a PRA operator also in light of records existing in the PRA database and National Vehicles Archive. The application is processed at sight through computer-based procedures.	98%

The service is advertised through the following channels: ACI website, ACI Space App, URP Office, PRA local offices websites available at the link <http://www.up.aci.it/>, and PRA local Offices where posters inform the public on the online service.

- Assistance services:

You can contact the URP Call Centre by phone at the toll-free number 800.18.34.34, operating Monday through Friday from 8:30 a.m. to 12:30 p.m.,

excluding holidays.

- **How to send acknowledgments/complaints/suggestions to improve the service:**

On www.aci.it you can access the URP Service and send an email of acknowledgement, complaints, or suggestions.

- **Customer satisfaction:**

ACI periodically carries out customer satisfaction surveys through questionnaires addressed to customers who have requested PRA services. The surveys are conducted by URP staff and are based on criteria of simplicity, completeness, security, reliability and fungibility.

- **Outcome of customer satisfaction surveys:**

The results of customer satisfaction surveys are published in the ACI website at the following link: http://www.aci.it/laci/la-federazione/amministrazione-trasparente/contenuto3962_customer-satisfaction_772.htm.

10 - Permanent export of the vehicle abroad

The service provides deregistration of the vehicle from the Public Register of Motor Vehicles and the National Vehicle Archive for permanent export abroad.

From January 1, 2020, pursuant to art. 103, paragraph 1, of the Highway Code, deregistration of the vehicle for permanent export abroad must be carried out before the actual exportation; from September 15, 2020, it is no longer required that the vehicle has undergone a successful roadworthiness inspection in the 6 months prior to the date of the request for deregistration.

Currently, it is a requirement for deregistration that, on the date of the request, the vehicle must have a valid roadworthiness certificate or must have undergone, in the year due for the roadworthiness test, an inspection pursuant to art. 75 of the Highway Code, and that there is no pending specific roadworthiness inspection measure pursuant to art. 80, paragraph 7, of the same Code.

As a result of the deregistration, a vehicle's Single Document (DU) is issued, which is not valid for circulation but reports the deregistration of the vehicle due to its permanent export to another EU or non-EU country.

Deregistration for export is subject to payment. The amounts to be paid for stamp duty, PRA fees and Motorizzazione Civile fees, can be found at the following link: <https://www.aci.it/i-servizi/guide-utili/guida-pratiche-auto/esportazione.html>.

All amounts due must be paid at the PRA counter at the time of the request only by electronic payment (debit card, prepaid debit card). Payment by credit card, pagoPA or postal slip is not allowed.

The list of documents to be attached to the application can be found at: <http://www.aci.it/laci/altri-contatti/sedi-e-punti-di-servizio.html>.

PLEASE NOTE: To deregister vehicles exported from 1 January 2020 and already re-registered abroad, but not yet removed from the National Vehicles Archive and PRA, please refer to the following link: <https://www.aci.it/i-servizi/guide-utili/guida-pratiche-auto/esportazione.html>.

Moreover, it must be considered that there can be some constraints to deregistration for exportation. If a lien is registered in the PRA on the vehicle to be exported, before deregistering the vehicle it will be necessary to have such lien released by the creditor or tax collection agent which had registered the lien.

If the vehicle to be exported is subject to a mortgage that has not yet expired, or to an order of attachment or seizure, an act proving the consent to deregistration by the creditor or other competent authority must be attached.

In particular, for the export of vehicles with registered mortgages that have not yet expired, it is necessary to attach the creditor's deed of consent made in the form of a notary authenticated private deed.

In order to face the health emergency caused by the Covid-19 virus, the competent Authorities have adopted regulatory provisions aimed at fighting the spread of the disease, such as the measures aimed at avoiding overcrowding in public offices.

For these reasons, ACI has had to significantly reduce access to the PRA Offices, both for private users and for professional operators, and has provided for the possibility of requesting many operations via PEC or email.

However according to law, deregistration of the vehicle for permanent export abroad can only be recorded in presence. An appointment with the Office can be booked online at the following link: <https://prenotaci.aci.it/#>.

How you can use this service

Who can apply	How to use it
The owner or other person having a title on the vehicle needing to deregister it for permanent exportation.	The service is provided only in presence, after booking an appointment at the following link: https://prenotaci.aci.it/# PRA Offices contacts can be found in the <u>Sedi e Punti di servizio</u> section of the ACI website.

Quality standards and targets

Quality standards	Indicator	Target
Promptness	The deregistration of the vehicle for permanent export abroad is usually processed at sight at the counter, except in case of exceptional malfunctioning of the IT systems.	95%
Accessibility	PRA Offices are located in every province capital all over Italy. The service is provided only in presence, after compulsory reservation at one of the Offices at the link https://www.aci.it/laci/altri-contatti/ricerca-uffici-aci/lista-uffici-aci.html .	100%
Effectiveness and compliance	The application is checked by a PRA operator also in light of records existing in the PRA database and National Vehicles Archive. The application is processed at sight through computer-based procedures.	98%

The service is advertised through the following channels: ACI website, ACI Space App, URP Office, PRA local Offices websites available at the link: <http://www.up.aci.it/>, and PRA local Offices where posters inform the public on the online service.

- **Assistance services:**

- You can contact the URP Call Centre by phone at the toll-free number at 800.18.34.34, operating Monday through Friday from 8:30 a.m. to 12:30 p.m., excluding holidays.

- **How to send acknowledgments/complaints/suggestions to improve the service:**

On www.aci.it, you can access the URP Service and send an email of acknowledgement, complaints, or suggestions.

- **Customer satisfaction:**

ACI periodically carries out customer satisfaction surveys through questionnaires addressed to customers who have requested PRA services. The surveys are conducted by URP staff and are based on criteria of simplicity, completeness, security, reliability and fungibility.

- **Outcome of customer satisfaction surveys:**

The results of customer satisfaction surveys are published in the ACI website at the following link: http://www.aci.it/laci/la-federazione/amministrazione-trasparente/contenuto3962_customer-satisfaction_772.htm.

11 - Recording an order of attachment of a vehicle

The service provides recording of an order of attachment of a vehicle upon request of lawyers, bankruptcy trustees and other entitled subjects.

The request can be made:

- via PEC to the PRA Office of the province of their place of business.

The list of documents to be attached can be found at: <https://www.aci.it/index.php?id=7544>, by selecting "Servizi Digitali PRA – Servizi per avvocati, curatori fallimentari ed altri "soggetti titolati".

The service has a cost of Euro 59,00 (of which Euro 32,00 for stamp duty and Euro 27,00 for PRA fees; VAT exempt amount, DPR no. 633/72, Art. 4) to be paid on the pagoPA platform. The payment receipt must be attached to the PEC request. The amount to be paid is also advised at the link above.

Any entitlement for exemption from taxes and/or fees must be indicated in the request.

After processing the request, the PRA Office sends a PEC email to the applicant, confirming the recording has been done.

How you can use this service

Who can apply	How to use it
Applicants entitled to record an order of attachment of a vehicle in the PRA.	Via PEC to the PRA Offices whose contacts can be found in the <u>Sedi e Punti di servizio</u> section of the ACI website.

Quality standards and targets

Quality standards	Indicator	Target
Promptness	Average response time for applications sent via PEC: 5 working days (excluding Saturdays) following reception by the Office of the complete documentation, except in case of any issues regarding the legal status of the vehicle.	95%
Accessibility	PRA offices are located in every province capital all over Italy. Access to this service is provided by PEC. The request can be made 24 hours a day.	100%
Effectiveness and compliance	The application is checked by a PRA operator also in light of the records existing in the PRA database. The application is processed at sight through computer-based procedures.	98%

The service is advertised through the following channels: ACI website, ACI Space App, URP Office, PRA local Offices websites available at the link <http://www.up.aci.it/>, and PRA local Offices where posters inform the public on the online service.

- **Assistance services:**

You can contact the URP Call Centre by phone at the toll-free number 800.18.34.34, operating Monday through Friday from 8:30 a.m. to 12:30 p.m., excluding holidays.

- **How to send acknowledgments/complaints/suggestions to improve the service:**

On www.aci.it you can access the URP Service and send an email of acknowledgement, complaints, or suggestions.

- **Customer satisfaction:**

ACI periodically carries out customer satisfaction surveys through questionnaires addressed to customers who have requested PRA services. The surveys are conducted by URP staff and are based on criteria of simplicity, completeness, security, reliability and fungibility.

- **Outcome of customer satisfaction surveys:**

The results of customer satisfaction surveys are published on the ACI website at the following link: http://www.aci.it/laci/la-federazione/amministrazione-trasparente/contenuto3962_customer-satisfaction_772.html.

12 - Deleting an order of attachment of a vehicle

The service provides cancellation from the PRA of the order of attachment registered on a vehicle, upon request of lawyers, bankruptcy trustees and other entitled subjects, as well as by private users for any registered attachment of their own vehicles (in their capacity as registered owner or entity's legal representative, if the vehicle is registered to a legal person).

The request can be made:

- via PEC by lawyers, bankruptcy trustees and other entitled parties, by contacting the PRA Office of their place of business.
- via PEC or email by private users, by contacting the PRA office of their province of residence.

The list of documents to be attached can be found at: <https://www.aci.it/laci/sportello-virtuale-aci.html>, by selecting " Servizi Digitali PRA – Servizi per avvocati, curatori fallimentari ed altri `soggetti titolati`" or "Servizi al cittadino".

The service has a cost of Euro 27 for PRA fees (VAT exempt amount, DPR n. 633/72, Art. 4) and Euro 32 for stamp duty. The payment must be made on the PagoPA platform. The amount to be paid is also advised at the link above. The payment receipt must be attached to the PEC or email request.

Any entitlement for exemption from taxes and/or fees must be indicated in the request.

After processing the request, the PRA Office sends an email or PEC (same as used by the applicant) confirming to the applicant that the recording has been done.

How you can use this service

Who can apply	How to use it
Lawyers, bankruptcy trustees and other entitled parties, as well as private users for registered attachments of their own vehicles (in their capacity as registered owner or entity's legal representative, if the vehicle is registered to a legal person).	The service can be requested only via PEC by lawyers, bankruptcy trustees and other entitled subjects; by email or PEC by private users, to the PRA Offices whose contacts can be found in the <u>Sedi e Punti di servizio</u> section of the ACI website.

Quality standards and targets

Quality standards	Indicator	Target
Promptness	Average response time for applications sent via PEC or email: 3 working days for private users and 5 working days for professional users (excluding Saturdays) following reception by the Office of the complete documentation, except in case of any issues regarding the legal status of the vehicle.	98%
Accessibility	PRA offices are located in every province capital all over Italy. The request can be made 24 hours a day via PEC or email.	100%
Effectiveness and compliance	The application is checked by a PRA operator also in light of the records existing in the PRA database. The application is processed at sight through computer-based procedures.	98%

The service is advertised through the following channels: ACI website, ACI Space App, URP Office, PRA local Offices websites available at the link <http://www.up.aci.it/>, and PRA local Offices where posters inform the public on the online service.

- **Assistance services:**

You can contact the URP Call Centre by phone at the toll-free number 800.18.34.34, operating Monday through Friday from 8:30 a.m. to 12:30 p.m., excluding holidays.

- **How to send acknowledgments/complaints/suggestions to improve the service:**

On www.aci.it you can access the URP Service and send an email of acknowledgement, complaints, or suggestions.

- **Customer satisfaction:**

ACI periodically carries out customer satisfaction surveys through questionnaires addressed to customers who have requested PRA services. The surveys are conducted by URP staff and are based on criteria of simplicity, completeness, security, reliability and fungibility.

- **Outcome of customer satisfaction surveys:**

The results of customer satisfaction surveys are published on the ACI website at the following link: http://www.aci.it/laci/la-federazione/amministrazione-trasparente/contenuto3962_customer-satisfaction_772.html.

13 - Recording bankruptcy and insolvency proceedings decisions

The service provides recording of bankruptcy and insolvency proceedings decisions in the PRA, upon request of bankruptcy trustees and receivers.

The request can be made:

- via PEC to the PRA Office of the province of their place of business.

The list of documents to be attached can be found at: <https://www.aci.it/laci/sportello-virtuale-aci.html>, by selecting "Servizi Digitali PRA – Servizi per avvocati, curatori fallimentari ed altri `soggetti titolati`".

If the abstract of the bankruptcy order or the abstract of the acceptance to a debt-settlement plan is notified to the PRA via PEC (art. 88 bankruptcy law), the PRA registers the order *ex officio*, free of charge. If such documents are submitted otherwise, it is requested by law the payment of the amounts, which can be found at the above mentioned link.

After processing the request, the PRA Office sends a PEC to the applicant confirming that the recording has been done.

How you can use this service

Who can apply	How to use it
Bankruptcy trustees and receivers needing to record bankruptcy or other insolvency proceedings decisions in the PRA.	Via PEC to the PRA Offices whose contacts can be found in the <u>Sedi e Punti di servizio</u> section of the ACI website.

Quality standards and targets

Quality standards	Indicator	Target
Promptness	Average response time for applications sent via PEC: 5 working days (excluding Saturdays) following reception by the Office of the complete documentation, except in case of any issues regarding the legal status of the vehicle.	98%

Accessibility	PRA offices are located in every province capital all over Italy. The request can be made 24 hours a day via PEC.	100%
Effectiveness and compliance	The application is checked by a PRA operator also in light of the records existing in the PRA database. The application is processed at sight through computer-based procedures.	98%

The service is advertised through the following channels: ACI website, ACI Space App, URP Office, PRA local Offices websites available at the link <http://www.up.aci.it/>, and PRA local Offices where posters inform the public on the online service.

- **Assistance services:**

You can contact the Customer Relations Office Call Center by phone at the toll-free number 800.18.34.34, operating Monday through Friday from 8:30 a.m. to 12:30 p.m., excluding holidays.

- **How to send acknowledgments/complaints/suggestions to improve the service:**

On www.aci.it you can access the URP Service and send an email of acknowledgement, complaints, or suggestions.

- **Customer satisfaction:**

ACI periodically carries out customer satisfaction surveys through questionnaires addressed to customers who have requested PRA services. The surveys are conducted by URP staff and are based on criteria of simplicity, completeness, security, reliability and fungibility.

- **Outcome of customer satisfaction surveys:**

The results of customer satisfaction surveys are published in the ACI website at the following link: http://www.aci.it/laci/la-federazione/amministrazione-trasparente/contenuto3962_customer-satisfaction_772.html.

14 - Deleting bankruptcy and insolvency proceedings decisions

The service provides cancellation from the PRA of bankruptcy and insolvency proceedings decisions upon request of bankruptcy trustees, receivers and lawyers as well as private users as regards their own vehicles (in their capacity as owner or entity's legal representative, if the vehicle is registered to a legal person).

The request can be made:

- via PEC to the PRA Office of their place of business, for bankruptcy trustees, receivers, and lawyers.
- via PEC or email the PRA Office of their place of residence, for private users.

The list of documents to be attached can be found at: <https://www.aci.it/index.php?id=7544>, by selecting "Servizi Digitali PRA – Servizi per avvocati, curatori fallimentari ed altri 'soggetti titolati'" or "Servizi al cittadino".

The service has a cost. The payment must be made on the PagoPA platform. The amount to be paid is also advised at the link above. The payment receipt must be attached to the request.

After processing the request, the PRA Office sends an email or PEC confirming to the applicant that the cancellation has been done.

How you can use this service

Who can apply	How to use it
Bankruptcy trustees, receivers, and lawyers as well as private users as regards their own vehicles (in their capacity as owner or entity's legal representative, if the vehicle is registered to a legal person).	The service can be requested only via PEC by bankruptcy trustees, receivers, and lawyers; by email or PEC by private users, to the PRA Offices whose contacts are available in the <u>Sedi e Punti di servizio</u> section of the ACI website.

Quality standards and targets

Quality standards	Indicator	Target
Promptness	Average response time for applications sent via PEC or email: 3 working days for private users and 5 working days for professional users (excluding Saturdays) following reception by the Office of the complete documentation, except for any issues regarding the legal status of the vehicle.	98%
Accessibility	PRA Offices are located in every province capital all over Italy. The request can be made 24 hours a day via PEC or email.	100%
Effectiveness and compliance	The application is checked by a PRA operator also in light of the records existing in the PRA database. The application is processed at sight through computer-based procedures.	98%

The service is advertised through the following channels: ACI website, ACI Space App, URP Office, PRA local Offices websites available at the link <http://www.up.aci.it/>, and PRA local Offices where posters inform the public on the online service.

- **Assistance services:**

You can contact the URP Call Centre by phone at the toll-free number 800.18.34.34, operating Monday through Friday from 8:30 a.m. to 12:30 p.m., excluding holidays.

- **How to send acknowledgments/complaints/suggestions to improve the service:**

On www.aci.it you can access the URP Service and send an email of acknowledgement, complaints, or suggestions.

- **Customer satisfaction:**

ACI periodically carries out customer satisfaction surveys through questionnaires addressed to customers who have requested PRA services. The surveys are conducted by URP staff and are based on criteria of simplicity, completeness, security, reliability and fungibility.

- **Outcome of customer satisfaction surveys:**

The results of customer satisfaction surveys are published in the ACI website at the following link: http://www.aci.it/laci/la-federazione/amministrazione-trasparente/contenuto3962_customer-satisfaction_772.html.

15 - Request to get reimbursement for the Provincial Registration Tax (IPT), PRA fees, and stamp duty paid to PRA Offices

1. In case any amounts have been paid without applying for relevant PRA registrations, reimbursement can be requested within 10 years of day of payment, according to the Italian Civil Code.
2. In case a request for registration has been presented to a PRA Office and it has received it, reimbursement of the amounts paid can be requested regarding:
 - a) Provincial Registration TAX (IPT)
 - b) PRA fees
 - c) stamp duty

The reimbursement can be requested via PEC or email to the PRA office of the province of residence.

- a) IPT - The refund of the IPT is possible if the tax has been overpaid (because it was not due or it was due for a lower amount), or it was meant for registrations which have been rejected by the PRA Office and have never been submitted again by the interested party. The request for reimbursement of the IPT can be presented within 5 years of the day of payment.

PLEASE NOTE that many provinces have established a minimum threshold for IPT reimbursement, below which there is no entitlement to get a refund.
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- b) PRA fees - The reimbursement of PRA fees is possible in the event that they have been overpaid for applications possibly rejected by the PRA Office and never submitted again by the interested party. The request for reimbursement of PRA fees can be presented at the same time as the request for refund of IPT. The reimbursement of PRA fees can be requested within 10 years of payment.

- c) Stamp duty - The request for reimbursement of stamp duty can be submitted to a PRA Office only for transactions other than those provided for by Legislative Decree no. 98/2017 (vehicle's Single Document - DU), i.e. only for amounts

collected on registrations rejected and no longer submitted, or for amounts erroneously overpaid (in both cases only for registrations delivering a Digital Property Certificate, not a DU). In case of a request presented to a PRA Office for registrations, which according to Legislative Decree no. 98/2017 should deliver the vehicle's Single Document (DU), the stamp duty is collected directly by the Direzione Generale per la Motorizzazione and any refund must be requested to them. The stamp duty can be refunded only in the case it has been paid virtually, i.e. without the material affixing of the stamp or telematic mark on the application.

The list of documents to be attached to the refund request can be found at the following link: <https://www.aci.it/i-servizi/guide-utili/guida-pratiche-auto/rimborsi.html>.

How you can use this service

Who can apply	How to use it
Private users entitled to ask for a refund of the amounts paid as IPT, PRA fees and stamp duty (in the latter case, only for operations other than those provided for by Legislative Decree no. 98/2017).	Via PEC or email to the PRA Offices whose contacts can be found in the <u>Sedi e Punti di servizio</u> section of the ACI website.

Quality standards and targets

Quality standards	Indicator	Target
Promptness	The reimbursement is processed within 90 days of the date the application.	99%
Accessibility	PRA Offices are located in each province capital all over Italy.	100%
Effectiveness and compliance	The application is checked by a PRA operator also in light of the records existing in the PRA database. The application is processed at sight through computer-based procedures.	99%

The service is advertised through the following channels: ACI website, ACI Space App, URP Office, PRA local Offices websites available at the link <http://www.up.aci.it/>, and PRA local Offices where posters inform the public on the online service.

- **Assistance services:**

You can contact the URP Call Centre by phone at the toll-free number 800.18.34.34, operating Monday through Friday from 8:30 a.m. to 12:30 p.m., excluding holidays.

- **How to send acknowledgments/complaints/suggestions to improve the service:**

On www.aci.it you can access the URP Service and send an email of acknowledgement, complaints, or suggestions.

- **Customer satisfaction:**

ACI periodically carries out customer satisfaction surveys through questionnaires addressed to customers who have requested PRA services. The surveys are conducted by URP staff and based on criteria of simplicity, completeness, security, reliability and fungibility.

- **Outcome of customer satisfaction surveys:**

The results of customer satisfaction surveys are published in the ACI website at the following link: http://www.aci.it/laci/la-federazione/amministrazione-trasparente/contenuto3962_customer-satisfaction_772.html.

16 – Supply of PRA Data

The service provides supply of data from the Public Register of Motor-Vehicles, tailored according to the applicant's needs. The information can be provided both in analytical form (license plate number, technical characteristics, personal data) and in aggregate form (different types of statistics) and can refer to the entire national territory or to precise geographical areas (Region, Province, Municipality or Postcode).

The service can be requested by economic players of the automotive market (such as authorized vehicle technical inspection businesses, companies needing the information to perform market analysis or projects related to the automotive sector) and other public bodies.

The following information can be supplied:

- data relevant for the technical inspection due date, pursuant to art. 80 of Legislative Decree 285/1992 and subsequent amendments (Highway Code).
- statistical data in aggregate form
- tailored data.

More information is available at:

https://iservizi.aci.it/PortaleFornituraDatiWeb/fornitura-dati-pra.jsp?no_cache=1.

or writing to the email address: aci-fdautomotive@aci.it

How to use the service

Who can apply	How to use it
Automotive businesses and public bodies.	<p>The service can be provided one-off through the "Forniture Dati PRA" service on the ACI website, or periodically by the means of an agreement.</p> <p>To apply for the one-off analytical data supply service, it is necessary to register on the website.</p> <p>Registration allows access to a reserved area where you can:</p> <ul style="list-style-type: none">• enter a "one-off" supply request and download it, once it is ready.

	<ul style="list-style-type: none"> • request an agreement. • track the status of your request. • manage your profile. <p>The agreement for periodic supplies can be requested by registering to the "Forniture Dati PRA" service on the ACI website or by email at: aci-fdautomotive@aci.it.</p>
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Quality standards and targets

Quality standards	Indicator	Target
Promptness	Response Time	<ul style="list-style-type: none"> - Planned supplies: within the scheduled day. - One-off supplies: within 7 business days.
Accessibility	Multichannel contact system (telephone, email). Requests are processed all working days.	100%
Effectiveness in terms of completeness	Number of supplies delivered without need to request further information from the applicant.	98%

All the information about the service is available at: https://iservizi.aci.it/PortaleFornituraDatiWeb/fornitura-dati-pra.jsp?no_cache=1.

Contact emails:

- for administrative assistance concerning agreements: aci-fdautomotive@aci.it
- for technical assistance during registration and/or use of the service: registrazione@informatica.aci.it

Other useful information

Fees for periodic deliveries:

- Flat processing fee: Entire national territory € 2375,94 plus VAT. For each province: € 23,06 plus VAT.
- Fee per record: for each record (vehicle) supplied: € 0,20 plus VAT.

Fees for one-off customized analytical supplies:

- Flat processing fee: Entire national territory €2375,94 plus VAT. For each Province €23,06 plus VAT.
- Fee per record: for each record (vehicle) supplied € 0,20 plus VAT

Fees for aggregate statistical supplies under agreement:

- Flat processing fee: Entire national territory: € 395,99 plus VAT. For each province: € 23,06 plus VAT.
Payment of invoices can be made only on the pagoPA platform.

- **How to send acknowledgments/complaints/suggestions to improve services):**

On www.aci.it you can access the URP Service and send an email of acknowledgement, complaints, or suggestions.

- **Customer satisfaction:**

ACI periodically carries out customer satisfaction surveys through questionnaires addressed to customers who have requested PRA services. The surveys are conducted by URP staff and are based on criteria of simplicity, completeness, security, reliability and fungibility.

- **Outcome of customer satisfaction surveys:**

The results of customer satisfaction surveys are published in the ACI website at the following link: http://www.aci.it/laci/la-federazione/amministrazione-trasparente/contenuto3962_customer-satisfaction_772.html.

CAR TAX

Car Tax Help Desk at local Offices

As of 1 January, 1999, competence over car tax was transferred by the central government to the Regions and Autonomous Provinces of Bolzano and Trento. These Regions and Provinces can entrust third parties with the control and collection of car tax, while these functions are still carried out by the Revenue Agency for the Regions Sardinia and Friuli Venezia Giulia.

The assistance service for citizens depends on their place of residence and on whether the Regions and Autonomous Provinces have entrusted ACI with the car tax management.

Differences in the assistance service may also occur depending on the provisions that each regional and provincial administration partnering with ACI can adopt.

Assistance may be provided to citizens on the following car tax issues:

- amount, methods of payment, and due date.
- direct debit.
- information on relevant applicable laws.
- reductions and exemptions (historic vehicles, green vehicles, vehicles for the disabled, suspension for dealers) in force in the Region of residence.
- refunds.
- correctness of previous payments, issuing of relevant report.
- data correction
- opposition against notices of omitted or irregular payment sent by the Regions/Autonomous Provinces of residence.

How you can use this service

Who can apply	How to use it
Users who need information and assistance regarding their car tax payment.	Assistance may be requested -in compliance with Covid 19 protocols- to ACI local Offices or by mail, email/PEC, or registered mail to the contacts available on the ACI website.

Forms for any applications are available at local Offices, on the websites of the Regions of residence of the applicant and, for partner Regions/Provinces, on the ACI website in the Car Tax section.

All contact details and opening hours of the ACI local Offices can be found at:
<http://www.aci.it/laci/altri-contatti/sedi-e-punti-di-servizio.html>
<http://www.aci.it/index.php?id=329>.

Quality standards and targets

Quality standards	Indicator	Target
Promptness	Processing time from receipt of the application (timing can vary according to the Region/Province).	In front office cases: Immediate response (immediate outcome) In back-office cases: Minimum time: 30 days Maximum time: 120 days
Accessibility	Multichannel contact: at the counter or by email/PEC, registered mail.	100%
Effectiveness in terms of completeness	Fully processed cases	100%

Additional information

The application and its annexes are checked by the local Office which issues a receipt to the applicant if the documents are complete.
 In case of missing or unsuitable documents, an integration will be requested to the applicant via his/her contact details.

Requests aimed at obtaining particular tax benefits, withdrawal of penalties or claiming the illegitimacy or groundlessness of car tax levying, may result in official acceptance or reject of the request by the Region/Province.

Appeals against such formal measures of acceptance or reject may be lodged with the competent Tax Commission in accordance with the procedures and terms provided for by law.

The Assistance Service is provided free of charge at ACI's local Offices. It can be provided upon payment of a fee at service agencies, where it is expressly allowed by the relevant Region/Autonomous Province.

Help Desk for the Disabled entitled to Car Tax Exemption

Disabled or invalid citizens can be exempted from the payment of car tax, upon presentation of an application, provided the vehicle is intended for their mobility needs and is registered in their name or in the name of a family member to whom they are fiscally dependent. The granting of the benefit is limited to certain types of disability identified by national and regional/provincial legislation.

The exemption is granted to people with severe limitation of walking ability, people with multiple amputations, people with reduced or impeded permanent walking skills who have an adapted vehicle, people with mental or psychic handicap who have attendance allowance, people with Down's syndrome who have attendance allowance, blind or deaf people.

All conditions required must be properly documented.

How you can use this service

Who can apply	How to use it
Citizens with disabilities, residing in the Regions and Autonomous Provinces that have an agreement with ACI, who need a car tax exemption	The application can be submitted directly to ACI local Offices, provincial Automobile Clubs, service agencies, or by PEC, or registered mail to the local Offices.

The request for exemption, addressed to the Region of residence, must be submitted by hand, or via PEC, or registered mail with return receipt to ACI local Offices, provincial Automobile Clubs, ACI agencies, and private authorized agencies.

The forms to apply for car tax exemption are available on the websites of the ACI local Offices and on the websites of the Region of residence of the applicant. All the addresses, contact details and opening hours of the ACI service points can be found at: <http://www.aci.it/laci/altri-contatti/sedi-e-punti-di-servizio.html><http://www.aci.it/index.php?id=329>.

Quality standards and targets

Quality standards	Indicator	Target
Promptness	Processing time from receipt of the application (timing varies by Region).	In front office cases: Immediate response (immediate outcome) In back-office cases: Minimum time: 30 days Maximum time: 120 days
Accessibility	Multichannel contact system: at the counter or by email/PEC, registered mail.	100%
Effectiveness in terms of completeness	Fully processed cases without need to request further information from the applicant.	98%

Other useful information

The application and its annexes are checked by the local Office which issues a receipt to the applicant if the documents are complete.

In case of missing or unsuitable documents, an integration will be requested to the applicant via his/her contact details.

The local Office then notifies the applicant of the acceptance or denial of his/her application for exemption.

The response can be issued to the applicant at the front office but it is usually sent by PEC or registered mail. The exemption is permanent (except in cases of medical condition declared reviewable), and it is not necessary to apply every year until the requirements are met. In case requirements change (e.g. death of the disabled person, elimination of vehicle adaptation, sale of the vehicle), the interested party shall notify such changes to the Office that had issued the exemption.

In case of acceptance of the application, the vehicle is car tax-exempt. In the event of reject of the exemption request due to lack of requirements, within 30 days of receipt of the notice the taxpayer must pay the car tax and relevant interests without penalties, after which time penalties will be applied. Following a reject of the application, the interested party may present a re-examination request before the competent Region or an appeal to the competent Tax Commission. The exemption is granted for one vehicle only. It is possible to apply for the transfer of the exemption to another vehicle.

Further information can be found on the ACI website:

<http://www.aci.it/i-servizi/per-la-mobilita/aci-per-il-sociale/tassa-automobilistica-bollo.html>.

In addition to the channels described above (ACI local Offices, provincial Automobile Clubs, ACI agencies, and private authorized agencies throughout Italy), information regarding exemptions for the disabled is also provided by the CATA Car Tax Assistance Centre.

Quality control of the processing of applications for exemptions for the disabled revealed a minimal percentage of error, equal to 0,3%.

- Methods of lodging complaints/suggestions to improve the service under review.

-Customer satisfaction under review.

CATA Service – Car Tax Help Centre

The CATA Car Tax Help Centre provides telephone, email, and web assistance to citizens for all needs related to car tax: it provides general information on collection, due dates, exemptions, refunds, pre-litigation and litigation recovery notices, correction and assistance on individual basis. Residents of a Region or Autonomous Province partnered with ACI can request assistance on car tax via the guided procedure "Richiedi assistenza".

Residents of other Regions can find information and contacts for assistance at www.aci.it/i-servizi/guide-utili/guida-al-bollo-auto/recapiti-per-lassistenza.html.

How you can use this service

Who can apply	How to use it
Citizens residing in the Regions and Autonomous Provinces partnered with ACI who need information on car tax or have received a notice of omitted or irregular payment.	The Service is provided in multi-channel mode with personalized contact details for each Region: - telephone. - email address. -PEC address enabled to receive standard emails.

The CATA provides both information and advisory service.

Quality standards and targets

Quality standards	Indicator	Target
Promptness	Response Time: -telephone; -e-mail and web form.	1) Average time between date of request and date of response. 2) percentage of emails processed within 24 working hours.

		<ul style="list-style-type: none"> - telephone: in real time and/or average waiting time expressed in seconds equal to 36. - email: <ul style="list-style-type: none"> 1) average processing time expressed in business hours:12,82. 2) percentage of emails processed within 24 working hours: 84,79%.
Accessibility	Multichannel contact system (telephone, email, web form) available from Monday to Friday from 9.00 to 13.00 and from 14.00 to 18.00 (web form h 24).	100%
Effectiveness in terms of completeness	Fully processed cases without need to request further information from the applicant.	98%

Telephone and web form details for the assistance to citizens living in the Regions and Autonomous Provinces that have an agreement with ACI (Abruzzi, Basilicata, Campania, Emilia Romagna, Friuli Venezia Giulia, Latium, Liguria, Lombardy, Apulia, Sardinia, Sicily, Tuscany, Umbria, the Autonomous Province of Bolzano, Valle d'Aosta, the Autonomous Province of Trento), as well as for citizens living in Regions that do not have an agreement with ACI (Calabria, Marche, Molise, Piedmont, Veneto) are available at the link: <http://www.aci.it/i-servizi/guide-utili/guida-al-bollo-auto/recapiti-per-lassistenza.html>.

Other useful information

Landline and mobile calls' fees varies depending on the telephone operator of the caller and the economic conditions applied at the time.

The CATA Web Form allows to manage disputes over car tax. Through a guided procedure, the applicant has to fill in some mandatory fields (license plate number, surname and name, tax code, email), can select topics from a menu, and also upload documents. An automated receipt is sent to the applicant. A final response is given by an operator by email. In more complex cases the request is processed by a second-level office in the following days.

-Customer Satisfaction showing satisfaction with the service delivered via email and web form for the year 2020, as follows: excellent 86%, neutral 6%, poor 8%.

From May 1, 2021, the Customer Satisfaction Survey has been expanded to include telephone requests. The service satisfaction results for the period May-August 2021 are: excellent 94%, neutral 4%, poor 2%.

-Customer satisfaction is also measured through devices displaying emojis.

TRAFFIC EDUCATION, MOBILITY AND TOURISM

Carnet de Passages en Douane (CPD)

The Carnet de Passages en Douane (CPD) is the international customs document, compulsory in many countries of the world, which allows the temporary importation of private and commercial vehicles duty free.

It is the "temporary import permit" for private and commercial vehicles adopted by the countries adhering to the Customs Convention (New York, June 4, 1954) on the basis of the resolutions taken by the United Nations Conference on Road and Motor Transport (Convention on Road Traffic, Geneva 1949), to encourage the development of international tourism.

The Italian Government has implemented the provisions of the New York Customs Convention with Law no. 1163 of October 27, 1957.

Working procedures and forms are dictated by the FIA (Fédération Internationale de l'Automobile) according to international regulations.

ACI takes care of the entire management on the Italian territory.

How you can use this service

Who can apply	How to use it
The service is reserved for private users	<p>First step: email to documenti.doganali@aci.it, to request the commercial evaluation of the vehicle and the amount of the bank or insurance guarantee needed for the issuance of the Carnet.</p> <p>Second step: contact with the provincial Automobile Club for the issuing of the document.</p> <p>An online system for requesting and managing the Carnet will soon be available.</p>

Quality standards and targets

Quality standards	Indicator	Target
Timing	Response to first contact email is usually provided in real time (can take up to 15 days). This is followed by contact between the client and the provincial Automobile Club for the issuing of the Carnet according to the client's requests.	100%
Accessibility	The email address documenti.doganali@aci.it is managed at the ACI Headquarters. The Carnet de Passages en Douane is issued by the provincial Automobile Clubs of the following cities: Alessandria, Arezzo, Ascoli Piceno, Bari, Belluno, Bergamo, Biella, Bologna, Bolzano, Brescia, Brindisi, Cagliari, Catania, Como, Cuneo, Ferrara, Florence, Forlì, Genoa, Grosseto, Imperia, Lecce, Livorno, Lucca, Macerata, Mantova, Massa Carrara, Milan, Modena, Naples, Padova, Palermo, Parma, Pavia, Perugia, Pesaro, Piacenza, Pisa, Pistoia, Ragusa, Ravenna, Reggio Calabria, Reggio Emilia, Rimini, Rome, Rovigo, Sassari, Savona, Siena, Sondrio, Turin, Trento, Treviso, Trieste, Udine, Varese, Venice, Vicenza.	100%
Effectiveness and compliance	The commercial evaluation of the vehicle is based on regulatory standards and is periodically reviewed.	98%

The Service is advertised on the ACI web site at: <http://www.aci.it/il-club/soci-in-viaggio/per-chi-va-allestero/carnet-de-passages-en-douane.htm>.
For information or for vehicle evaluations you can send an email to the address: [**documenti.doganali@aci.it**](mailto:documenti.doganali@aci.it)

For more information on the Carnet de Passages en Douane, please visit: [**www.carnetdepassage.org**](http://www.carnetdepassage.org)

- **Assistance services:**

The email address documenti.doganali@aci.it is staffed from Monday to Friday from 8.00 to 15.00. Replies are given in Italian and English.

- **How to send acknowledgments/complaints/suggestions to improve the service:**

You can use the email address documenti.doganali@aci.it to send your acknowledgment, complaints, or suggestions.

- **Customer satisfaction:**

The office carries out periodic review of customer satisfaction on the basis of the emails received. Attention is given to the time needed for processing the requests, to completeness of information and problem solving for individual cases. A new "eCPD system" procedure prepared by the FIA for the online management of the entire CPD procedure, including customer satisfaction surveys, is currently being implemented.

- **Outcome of customer satisfaction surveys:**

Customer satisfaction review shows user satisfaction with the assistance provided in Italy and abroad, also as regards problem solving aspects.

Supply of Statistical Data

The service provides data and information on:

- **vehicle fleet and vehicle market trends** - vehicle fleet size as of December 31 of each year, PRA registrations, transfers of ownership, transfers to dealers, and deregistrations in the current and previous years.
- **data on road accidents** with particular attention to localization on the main road network.
- **mileage and fringe benefit fees:** data to quantify reimbursements to those who use their vehicles for work and tables to determine the remuneration in kind deriving to employees for mixed use (work and personal).

Requests for customized processing are managed by the ACI Statistical Service, which is responsible for processing and supplying data to the applicant.

The payment, where required, is made upon invoice according to the **2019 fees table** available at the following link: [Portale Trasparenza ACI - Regolamento per l'accesso al Sistema Informativo Centrale dell'Automobile Club d'Italia ai sensi della legge 9 luglio 1990, n. 187.](#)

Before sending the request, it is advisable to visit the section of the ACI website <http://www.aci.it/laci/studi-e-ricerche/dati-e-statistiche.html> which contains statistical publications relating to the motoring sector as a whole: vehicle fleet, PRA registrations and market trends, accidents. These publications are also available in the Open data section in Open Office format. Some data on the vehicle fleet are also available at www.opv.aci.it, while data on road accidents and localization of road accidents on the main road network are published at the following link: www.lis.aci.it

How you can use this service

Who can apply	How to use it
Private users, companies and public bodies.	On the ACI website www.aci.it , in the Services/Online Services section at the following link: http://www.aci.it/i-servizi/servizi-online.html

Quality standards and targets

Quality standards	Indicator	Target
Promptness	A first reply to the user is given within a very short time (max 2 days). In many cases is the reply already includes the requested information or an estimate for the processing cost, that the applicant must approve. In some cases, it is necessary to deepen the requirements with the applicant. Once the preparatory phase has been completed, data are sent in a short time, unless they require complex processing.	100%
Accessibility	The requests sent via web form on the website www.aci.it are managed daily by the Statistical Service.	100%
Effectiveness and compliance	The data supply fees are set in the Regulations for the Access to the ACI IT System; data supplies comply with SiStaN regulations regarding the dissemination of data.	90%

The Service is advertised on the ACI website, in the Services section, Online Services, at the following link: <http://www.aci.it/i-servizi/servizi-online.html>.

- **Contacts for assistance:**

Alessia Grande, Alessandro Vasserot, Marco Cilione.

- **How to send acknowledgments/complaints/suggestions to improve the service:**

Same channel used for the request.

- **Customer satisfaction:**

Not available, however, the emails received show customer satisfaction.