

**POSTE ITALIANE JUDGES CONTENT OF ANTITRUST AUTHORITY
(AGCM) ANNOUNCEMENT TO BE UNACCEPTABLE,
DISCONCERTING REFERENCE TO SERIOUS DAMAGE TO
COUNTRY'S JUSTICE SYSTEM**

Rome, 15 September 2020 – In response to the fine imposed by Italy's Antitrust Authority (the AGCM), for an "alleged breach of the Consumer Code, following the adoption of unfair commercial practices in the delivery of registered mail", Poste Italiane rejects the accusations contained in the document. The Company wishes to reaffirm the fact that its commercial practices are based on the principles of fairness and transparency, with a view to fully protecting the interests of its customers, consumers and the country as a whole.

There is no truth in the allegation that the Company attempted to mislead customers over the terms of the registered mail service.

We are astonished by the Authority's reference to the delivery of legal process and the damage that Poste Italiane is alleged to have caused to the country's justice system. This service and the related issues have never been the subject of an Antitrust investigation and have only now come to light in the Authority's latest announcement. Moreover, as readers will be aware, this service is completely different from registered mail, is closely regulated by law and has been provided by Poste Italiane for decades, thus enabling the justice system to operate correctly throughout the country.

In terms of registered mail, over 120 million items were delivered in 2019, with less than 1,000 complaints received regarding notifications of mail being held for collection. This is equal to 0.00008% of all the registered mail handled. As clearly explained during the investigation, the size of this problem is entirely in keeping with the overall volume of mail delivered. In addition, Poste Italiane wishes to note that the absence of any evidence of issues regarding the delivery of registered mail has been repeatedly and formally confirmed, most recently by the review conducted by the postal service regulator, AGCom.

Poste Italiane completely refutes the allegation that it failed to take action to monitor, control and address any issues. As far back as April 2019, the Company introduced additional wide-ranging controls not used before and these were further strengthened during the investigation, as notified to the Authority.

Finally, Poste Italiane is proud of the way in which our personnel responded at the height of the health emergency, continuing to ensure the provision of essential services for citizens, businesses and the public sector, in every corner of the country and under all conditions, whilst scrupulously ensuring compliance with the emergency legislation introduced by the Government.

With faith in the Italian justice system, Poste Italiane intends to defend its image and reputation, its rights and its conduct by filing a legal challenge before Lazio Regional Administrative Court.