

QUARTERLY SUMMARY COMPLAINTS RECEIVED RELATIVE TO THE NAPLES-CAGLIARI-PALERMO LINE

For the purposes of classification, reference is made at the complaint handling date

QUARTERLY JUNE-JULY-AUGUST 2021

<i>NO. COMPLAINTS RECEIVED</i>	<i>PAX TRANSPORTED*</i>	<i>% COMPLAINTS/P AX</i>	<i>REASONS FOR COMPLAINTS</i>	<i>ACTIONS TAKEN</i>	<i>REASONS FOR REJECTION</i>
7	49.393	0,01%	Other	Reimbursement/ bonus offered	No rejection recorded

* Figure inclusive of commercial vehicle drivers

QUARTERLY SEPTEMBER-OCTOBER-NOVEMBER 2021

<i>NO. COMPLAINTS RECEIVED</i>	<i>PAX TRANSPORTED</i>	<i>% COMPLAINTS/P AX</i>	<i>REASONS FOR COMPLAINTS</i>	<i>ACTIONS TAKEN</i>	<i>REASONS FOR REJECTION</i>
11	26.587	0,04%	Other	bonus offered	No rejection recorded

QUARTERLY DECEMBER 2021-JANUARY-FEBRUARY 2022

<i>NO. COMPLAINTS RECEIVED</i>	<i>PAX TRANSPORTED*</i>	<i>% COMPLAINTS/P AX</i>	<i>REASONS FOR COMPLAINTS</i>	<i>ACTIONS TAKEN</i>	<i>REASONS FOR REJECTION</i>
1	14.189	0,13%	Other	Bonus offered	No rejection recorded
18			Delay/Departure cancellation	Reimbursement	No rejection recorded
TOT 19					