

CIRCULAR FOR MANAGERS

YEAR 2024

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New developments

The main new developments within Fasi in 2024 are:

a. Fasi Non Self-Sufficiency

Extension of **allowance for professional care in-home** to all clients, regardless of age, in situations of **permanent or temporary** non self-sufficiency. This allowance, of €7,200, is paid for a maximum of 9 months and is renewable annually. The allowance is payable when the client is at home. Alternatively, if staying in a **nursing home**, it is always possible to request the **refund** as set out in the Nomenclature-Fee Schedule.

Additionally, working managers and persons continuing membership voluntarily, together with their family members aged 18 - 65 who are in a condition of permanent non self-sufficiency, can access a **temporary LTC pay-out of €15,000** for a maximum of 5 years. This protection may be provided if the condition of permanent non self-sufficiency dates from 1.01.2024 onwards. For those eligible, the two protections provide a total assistance of **€22,200**.

b. Dentistry Nomenclature-

Fee Schedule 2024

Refund rates for indirect provision care are being brought into line with those for direct provision, ensuring equal treatment and eliminating any differences between refunds.

Medicine and surgery

As regards surgical operations, there is an increase in rates for operating theatres and outpatient clinics, and for those of packages involving the use of an operating theatre.

Overall, 92 rates in the Fund's Nomenclature-Fee Schedule have been revised upwards.

c. Surgical Packages

Introduction of new surgical packages within the Nomenclature-Fee Schedule for 2024. These have been designed in the context of a Fasi-IWS project, and will cover:

- total knee replacement (both traditional and RAS robotic surgery);
- partial knee replacement;
- post-knee surgery rehabilitation;
- partial hip replacement;
- inguinal hernia.

d. Physiotherapy

Extension of packages to physiotherapy for the treatment of symptoms such as, for example, lumbosciatica.

Premiums

There are no changes to premiums compared to 2023.

Premiums to be paid to Fasi for the year 2024, for the different types of membership and regardless of the family unit covered, with the exception of any enrolled parents for whom an additional premium of **€ 510.00** per quarter (€ 2,040.00 per year) is applicable - can be summarised as follows

a. Working managers, belonging to companies paying the premium to the Fund to cover working managers:

- the individual quarterly premium is **€ 280.00** (€ 1,120.00 per year), or in monthly instalments in the event of new enrolment to the Fund during the calendar quarter.

These premiums must be paid by the company 'within the stated terms', together with the premium to be paid by the company itself upon specifically authorised deduction from the salary of the person concerned.

b. Working managers belonging to companies that do not pay the premium to the Fund to cover working managers, as well as **Manages on leave** already enrolled in Fasi:

- the premium, to be paid quarterly, is the sum of the individual premium of € 280.00 and the Company premium of € 545.00, for a total of **€ 825.00** (€ 3,300.00 per year), or in monthly instalments in the event of new enrolment to the Fund during the calendar quarter;

Working managers who, during the year, terminate their employment while maintaining the requirements for membership in Fasi in another capacity from among those expressly indicated (see Article 2 of the Statute), are required to inform the Fund within the stated terms set out in Articles B1 and C of the Regulation. Fasi, having ascertained adherence to these requirements for continued membership of the Fund, will arrange for the necessary registrations, confirming these to the manager concerned.

- c. Retired managers**, regardless of the date of retirement:
- the quarterly individual premium is **€ 400.00** (€ 1,600.00 per year), or in monthly instalments in the event of new enrolment to the Fund during the calendar quarter.
- d. Holders of a widow's/widower's or survivor's pension** relating to a manager registered at the date of death:
- the quarterly individual premium is **€ 400.00** (€ 1,600.00 per year).
- e. Retired managers, holders of widow's/widower's or survivor's pensions, conventionally enrolled:**
- the premium, to be paid quarterly, is the sum of the individual premium of € 280.00 and the Company premium of € 545.00, for a total of **€ 825.00** (€ 3,300.00 per year), or in monthly instalments in the event of new enrolment to the Fund during the calendar quarter;
- f. Persons continuing to pay social security contributions voluntarily:**
- the premium, to be paid quarterly, is the sum of the individual premium of € 280.00 and the Company premium of € 545.00, for a total of **€ 825.00** (€ 3,300.00 per year), or in monthly instalments in the event of new enrolment to the Fund during the calendar quarter.
- g. Managers** at companies required to pay premiums to Fasi, already enrolled in the Fund at the date of termination of employment, who have not yet retired **and who benefit from an allowance in lieu of notice**, provided that they submit a request to Fasi to maintain their membership within two months of the date of termination of employment, simultaneously notifying their company:
- the individual quarterly premium is **€280.00** (€1,120.00 per year), limited to the period covered by the allowance in lieu of notice from the end of the quarter in which the termination of employment occurred until the end of the quarter during which the period covered by the allowance ended.
- These premiums must be paid to Fasi, within the terms set out above, by the company they belong to, together with the premium to be paid by the company itself, upon specifically authorised deduction from the salary of the person concerned.*
- h. Managers** already enrolled in the Fund who terminate their employment **without notice**, neither worked nor replaced by the corresponding allowance, limited to a period of six months from the end of the quarter in which the termination of employment occurred, only if they submit a request to Fasi to maintain their membership within two months from the date of termination:
- the premium to be paid quarterly is the sum of the individual premium of € 280.00 and the company premium of € 545.00, for a total of **€ 825.00** (€ 3,300.00 per year).
- i. Managers** at companies paying premiums to Fasi who go to **work at a foreign subsidiary/parent company** or at one connected with the premium-paying company, or at one which, as a subsidiary or associate, belongs to the same group as the company paying premiums to Fasi :
- without the right to services: by paying a notional quarterly premium of **€400.00** (€ 1,600.00 per year);
 - with the right to services: by paying a quarterly premium of the sum of the individual premium of € 280.00 and the company premium of € 545.00, for a total of **€ 825.00** (€ 3,300.00 per year).
- j. Managers who have** not yet retired **but have lost the relevant status**, provided that they have previously been members of the Fund for at least 2 years:
- the quarterly premium to be paid is the sum of the individual premium of € 280.00 and the company premium of € 545.00, for a total of **€ 825.00** (€ 3,300.00 per year), or in monthly instalments in the event of new enrolment to the Fund during the calendar quarter.

Entry fee

The entry fee, as established by the Associates and provided for in Article L of the Regulation, is payable by managers who enrol or re-enrol with the Fund and must be paid together with the first premium payment.

The entry fee is **€ 500.00** and is also payable by:

- Working managers who enrol with the Fund more than six months after the date of first appointment;
- retired managers, if they are already enrolled as working managers in health care schemes that are a substitute for Fasi;
- managers enrolling with Fasi on a collective basis;
- managers working abroad who enrol pursuant to Article 2 letter f) of the Statute.

The entry fee is increased to **€ 1,500.00** in the following cases:

- managers who are newly promoted or appointed for the first time with the status of manager, if the application for membership is submitted more than 18 months after the appointment or employment;
- managers already employed on the date of enrolling collectively who register after 6 months from the date of collective enrolment;
- managers who have cancelled or voluntarily withdrawn from Fund membership (excluding the loss of Fasi membership requirements) who subsequently re-enrol.

The Entry Fee, on the other hand **is not payable by:**

- managers who are newly promoted or appointed for the first time with the status of manager, provided that the application for enrolment is submitted to the Fund, in the prescribed manner, within six months of appointment or employment;
- holders of widows'/widowers' pensions of pensioners enrolled in the Fund;
- holders of survivors' pensions of managers enrolled in the Fund;

Methods of payment of premiums

Managers can pay the amounts due by means of:

a. Direct debit from their bank account.

Managers who have agreed to pay quarterly premiums by direct debit from their bank account, having received express and prior confirmation of this from Fasi, will not have to make any other payments (apart from any premiums that are in arrears).

b. Bank transfer with authorisation code

Please note that you can always generate and print the authorisation code for the transfer from your private area on the Fasi website, accessible with your membership code and password.

c. “Bollettino Freccia” bank paying-in slips

“Bollettini Freccia” are bank paying-in slips that are automatically filled in with the heading and the amount to be paid relevant to your membership as known to Fasi. These slips are updated and printable from your private area on the Fasi website. You can use these slips at any bank branch and remotely in *telebanking*.

You can opt to pay premiums by direct debit at any time. If you do so, you will need to log into your private area on the Fasi website, follow the instructions and fill in the form “*Mandate for CORE SEPA Direct Debit*”.

Any request for, variation to or cancellation of a direct debit can be made via the “*direct debit banking*” procedure in your private area on the Fasi website, which can be logged into with your membership code and password.

Managers, on the other hand, who choose not to use direct debit for premiums must pay these to Fasi on a quarterly basis with due dates of 28 February, 31 May, 31 August and 30 November, by “Bollettini Freccia” or bank transfer with authorisation code.

Late payment of premiums

In the event that premiums are paid after the aforementioned deadlines, in accordance with Articles I and M of the Regulation, payments of any requested refunds will be suspended and an interest rate on the arrears will be applied to the premiums, on an annual basis, at the legal rate plus **2.5 points**. Refunds are suspended until the date on which premiums are regularised, provided this takes place within a maximum of **six months** of the request. After the aforementioned period has elapsed any refund requests are definitively rejected, without prejudice to the premium in arrears and the relevant interest on arrears.

Conditions of entry for Managers

Managers can enrol in the Fund if they work in companies with a National Labour Collective Agreement signed by the members, Confindustria and Federmanager, with the right to services also for their families.

Please note that the following people can register as **retired managers**:

- a. Working managers who have been Fasi members for at least 10 years, provided that no more than 8 years have elapsed between the date of termination of employment and the date of retirement.
- b. Working managers who have not been Fasi members for 10 years, provided that they have worked for at least 10 years in companies that were already enrolled in the Fund on 01.01.19 and that are members of a substitute Fund, provided - in this case too - that no more than 8 years have elapsed between the date of termination of employment and the date of retirement.
- c. Managers who have accrued at least 10 years' Fasi membership as working managers, even if more than 8 years have elapsed between the date of termination of employment and the effective date of retirement, only if they have maintained their Fund membership on a conventional basis.

The following people can enrol or maintain their Fund membership **on a conventional basis**:

- a. Working managers, for whom the requirement for their company to pay the premium does not exist.
- b. Managers on leave who are already Fasi members.
- c. Managers who are already Fasi members who continue to maintain the status of managers, but with a different National Labour Collective Agreement to that of managers of companies producing goods and services.
- d. **Retired managers who have not accrued at least 10 years' membership of the Fund as working managers, but who were members of the Fund on 01.07.2019.**
- e. Retired managers who have not accrued 10 years' membership of the Fund as working managers, but who have worked for a period of less than 10 years at companies that were already members of the Fund on 01.01.19 and are members of a substitute fund, only if no more than 8 years have elapsed since the date of termination of employment.
- f. Retired managers, even if more than 8 years have elapsed between the date of termination of employment and the effective date of retirement, who have not accrued at least 10 years' Fasi membership as working managers, if they have maintained their membership in the Fund or have joined conventionally within one year of the date of termination of employment.
- g. Retired managers who have not accrued at least 10 years' Fasi membership, but who joined the Fund within 6 months of first becoming an industrial manager.
- h. Retired managers who have not accrued at least 10 years' Fasi membership, but are members of the Fund following collective enrolment.

Changes to personal details

Family unit eligible for cover

If a member's household includes children over the age of 18 or parents, for their eligibility to be assessed the member must provide the Fund with documentation demonstrating that they do not earn over the income stipulated by the Fund.

In particular, this documentation includes:

- certificate of study for children of adult age;
- disability certificate for children with disabilities;
- proof, for dependent family members, of the absence of an income of over **740 euro for each dependent child and only one parent and 1,300 euro for both parents.**

It should be noted that:

- adult children, if students, are covered until their 21st birthday if they are attending secondary school or equivalent courses and until their 26th birthday if they are attending university on a legal course of study or equivalent courses;
- as an alternative to submitting a certificate of university studies, it is possible to submit a **“declaration in lieu of certification, pursuant to Article 46 et seq. of Presidential Decree 445/2000 as amended and supplemented”** certifying enrolment in the faculty attended, only for years following the year of enrolment;
- family participation is conditional on the member him/herself submitting any requests for services, to whom the refund will be sent as the sole holder of the right to services.

The relevant declaration in lieu of certification forms, also available from the websites of individual universities, must provide full information on:

- year of enrolment;
- legal duration of the course of study;
- academic year attended at the time the declaration was submitted.

The certificate, signed by the University, is needed for enrolment in the 1st year of a three-year course and also the 1st year of the following academic stage.

Fasi reserves the right, if needed, to request those concerned to provide full certification signed by the university attended.

The extension of services for out-of-course students in the academic year 2023/2024 will be valid until 29 February 2024.

We recommend that members who have not already done so should submit the above documentation for 2024 as soon as possible, to enable their dependents' eligibility to be extended and to avoid the rejection of any refunds for expenditure incurred on their behalf.

With regard to this, please note that by logging into your private area on the Fund's website you can use the appropriate function to directly request the extension of cover to family members entitled to it, and to submit the documentation to the Fund relating to the changes requested in digital format.

Dependent family members

Please remember that:

- changes in the members of your eligible household can be notified using the online services in your private area;
- this notification must be sent **within 30 days of the event** (e.g. of the date of birth, marriage, etc.), so that membership can begin from the date on which the event occurred;
- if this deadline is not respected, the family member will be registered on the first day of the month after the month in which the notification was submitted.

Type of membership

Notification of any change in membership, such as pension-related (including widow's/widower's or survivor's), voluntary social security contributions, compensation in lieu of notice, must be made in accordance with the time limits and procedures set out in Article 2 of the Statute (**“Enrolment”**) and Articles B1 and C of the Regulation (**“Time limits for enrolment”**).

Please note that not complying with the above-mentioned deadlines will result in the loss of the right to maintain Fasi membership.

If it is indispensable to communicate with the Fund not using the forms provided, to facilitate a response we recommend that you clearly state your name, surname and membership number.

Decree of the Ministry of Labour, Health and Social Policy of 27 October 2009

Please note that the Decree of the Ministry of Labour, Health and Social Policies of 27 October 2009 establishes non-concurrency in forming the pay-out of premiums paid to negotiated Funds

- from employee income alone, as provided for in Article 51 of the Income Tax Consolidation Act - up to a ceiling of €3,615.20, provided it is guaranteed that at least 20% of the total resources allocated to services for members is reserved for so-called "restricted" benefits, from the 2010 management year onwards.

Within the time scale and methods established by the aforementioned Decree, Fasi has renewed its registration on the Register of Funds, confirming its respect of the ratio between the amount of resources allocated to the aforementioned restricted services and the amount of the total resources committed to healthcare coverage.

Its respect of this restriction allows the tax benefits on premiums paid to be maintained also for the year 2024.

Services

Please note that Fasi is supplementary to the Italian National Health Service and you are always advised, as far as possible, to make use of the benefits provided by the latter.

You are always advised to read the "Warnings" in the Nomenclature-Fee Schedule, which are updated annually to improve and simplify the processing of claims.

Direct provision services

Again for the year 2024, clients can access "direct provision" healthcare services using the healthcare facilities of the IWS Spa network.

For treatment at affiliated healthcare facilities, refunds are paid by the Fund to the healthcare facilities themselves up to the ceiling rates set out in the Nomenclature - Fee Schedule and the Dentistry Guide. These healthcare facilities apply a more advantageous fee schedule for Fasi clients than the fee schedule normally applied in the private sector.

In all cases, clients are asked to request an approximate cost quotation from the healthcare facility concerned before any services are performed.

Any excess expenditure is borne by clients and should not be forwarded to the Fund as additional refund claims.

Please note that the affiliated healthcare facilities must hand over the original expenditure documentation

to the client, who is responsible for keeping it also for tax purposes.

The list of affiliated direct-provision dental health facilities can be found in the "**Dentistry Guide 2024**", while the list of other facilities (nursing homes, diagnostic outpatient clinics, etc.) can be found in the "**Health Facilities Guide 2024**", both of which are available on the Fund's website.

Indirect provision services

Fasi allows its clients to freely choose which healthcare professional and facility to use, whether in Italy or abroad, for the provision of healthcare services, even if they do not belong to the IWS network of affiliated facilities (indirect provision).

For indirect provision services members must use the *online* claim submission procedure, which enables expenditure documentation to be submitted digitally by logging into their private area on the Fasi website using their membership code and password.

Should they be unable to use this procedure, they must submit **photocopies and not the originals of their expenditure documentation** to Fasi as set out below.

Refunds for each individual service will be made to members themselves within the limits of the maximum rates set out in the Nomenclature-Fee Schedule and the Dentistry Fee Schedule.

As regards treatments received abroad, we advise you to obtain as much documentation as possible to clarify the services performed and enable a correct evaluation of the relevant refund.

This suggestion is even more advisable in the case of treatments performed in oriental and Arabic countries. In these it is also necessary for the photocopied expenditure documentation to be accompanied by an official translation, to avoid the absence or incomprehensibility of elements that enable a correct evaluation of the refund to be made.

We also remind you of:

- The obligation to submit pre- and post-treatment photographic documentation for certain services, including: reconstructive plastic surgery, ophthalmic services (eyelids and conjunctiva), and dermatological surgery.
- There is a time limit for renewal of a unilateral (right or left) hearing aid for hearing loss (refund not repeatable before three years for each side).
- Refunds are not available for the replacement and/or repair of damaged parts and/or those subject to wear and tear for medical devices and prostheses.

Claims for refund of non-dental **services**

It is possible at **any time**, while respecting the deadlines set out in Article M of the Regulation, to submit refund requests and the relevant expenditure documentation by logging into your private area on the Fasi website using your membership code and password.

For those without access to digital channels Fasi continues, in limited cases, to accept refund claims for services received through the traditional postal channels, sending **photocopies**, not the originals, of the **Services Claim Form** and **expenditure documentation**. In this case, the refund claim must:

- be quarterly for the entire family unit;
- relate only to expenditure incurred during one quarter;
- be submitted to the Fund from the first day of the quarter following the quarter in which the expenditure documents relating to the claim are dated;
- be submitted to the Fund by the last day of the quarter following the quarter in which the expenditure documents relating to the request for services were issued. The last day of the quarter, as indicated above, is mandatory for the refund of services and for any and all purposes.

It is advisable to submit documents by simple registered mail to enable the correct verification of the deadline for sending the refund request (the date of the postmark will be taken as proof) and to keep the receipt, which constitutes evidence in the event of any dispute or loss of the envelope.

Claims for refund of dental services

For dental expenditure too it is possible to submit refund requests and the relevant documentation at **any time**, i.e. without waiting for the quarter following the quarter in which the expenditure receipt was issued, without prejudice to the maximum deadline for submissions set out in Article M of the Regulation, by logging into your private area on the Fasi website using your access credentials.

If a member chooses the online procedure, he/she must send the **"Unified Form"** and the relevant expenditure documentation to the Fund.

This form can be used to send the **"Treatment Plan"** to the Fund, where applicable, or alternatively the **"Refund Claim"** only for dental services for which prior submission of the aforementioned "Treatment Plan" to the Fund is not expressly required.

For those without access to digital channels Fasi continues, in limited cases, to accept refund requests for services using the traditional postal channels by sending:

- the Treatment Plan to FASI SERVIZIO ODONTOIATRIA Via Vicenza, 23 - 00185 Rome exclusively BY PRIORITY MAIL and not registered mail.
- **the Quarterly Refund Claim for Dentistry**, with which the member must enclose only photocopied expenditure documentation (of which the original has been duly subjected to stamp duty) by simple registered or insured mail, WITHOUT CONFIRMATION OF RECEIPT BY RETURN.

In this case, the claim must:

- be quarterly for the entire family unit;
- relate only to expenditure incurred during one quarter;
- be submitted to the Fund from the first day of the quarter following the quarter in which the expenditure documents relating to the claim are dated;
- be submitted to the Fund by the last day of the quarter following the quarter in which the expenditure documents relating to the request for services were issued. The last day of the

quarter, as indicated above, is mandatory for the refund of services and for any and all purposes.

Not submitting the quarterly claim as indicated will lead to delays in payment as well as the possible loss of the right to refund.

Please note that **it is not possible to send a single expenditure receipt for dental services relating to more than one client** in the same family unit, either online or in printed format. An invoice/receipt for each client who has received dental treatment must be submitted and enclosed with the respective refund claim (one request for services per client), on which only the services received by the client must be shown.

For further details on how to access refunds for dental services and the specific forms to be used, please refer to the 2024 edition of the "**Dentistry Guide**" which is available on the Fasi website.

Documents to be attached to requests for services

Please note that, if the documentation has been used to obtain refunds from the Italian National Health Service, the same expenditure documentation, again in photocopied format, will only be accepted by Fasi if accompanied by an appropriate declaration of its submission to the Italian National Health Service itself, highlighting the amount refunded, or due to be refunded, by the Health Service.

Refunds of services by the Fund

Refunds of health services by Fasi are made by **bank transfer**.

For this purpose, you must provide your **personal IBAN code**.

Members are requested to check the validity of their bank details held by Fasi and to keep their IBAN code constantly up to date, using the *online* procedure in their private area on the Fasi website after logging in with their membership number and password.

It is also possible to communicate or change the above-mentioned code by filling in and sending the appropriate form to Fasi, enclosing a copy of any bank communication quoting the IBAN code to avoid errors.

In the case of missing, incomplete or incorrectly indicated data, refunds will be sent by cheque.

Prevention Project

The Fund's offering regarding **Health Prevention** for clients. Fasi provides for the following Screening Packages:

- Women's Prevention Package, aimed at female clients aged 45 and over, for the prevention of cervical, colorectal and breast cancer;
- Men's Prevention Package, aimed at male clients aged 45 and over, for the prevention of prostate cancer;
- Ophthalmic Prevention Package, aimed at clients of either sex aged 30 and over, for the prevention of maculopathy and glaucoma;
- Thyroid Cancer Prevention Package, aimed at clients of either sex aged 45 and over, for the prevention of thyroid cancer;
- Uterine Cervical Cancer Prevention Package, aimed at female clients aged between 14 and 44, for the prevention of uterine cervical cancer;
- Cardiovascular Prevention Package, aimed at clients of either sex aged between 45 and 70, for the prevention of cardiovascular diseases;
- Melanoma Prevention Package, aimed at clients of either sex with no age limit;
- Respiratory Disease Prevention Package, aimed at clients of either sex:
 - Sleep apnoea syndrome (OSAS Adults) (Age \geq 65 years);
 - Sleep apnoea syndrome (OSAS School age) (From 5 to 14 years of age);
 - Childhood Bronchial Asthma (From 5 to 16 years of age);
 - Chronic Obstructive Pulmonary Disease (COPD) (Age \geq 55 years);
 - Respiratory Diseases Smokers/Ex-Smokers aimed at all clients aged between 55 and 70;

- Oral Carcinoma Prevention Package, aimed at clients of either sex aged 45 years or over;
- Prevention of disease following edentulism, aimed at patients of either sex aged 65 and over;
- Caries prevention, aimed at children aged between 3 and 10 years;
- Passive Prevention of Swallowing Disorders Package, aimed at children aged between 4 and 10 years;
- Package for the Prevention of Periodontal Disease in Pregnancy.

These services are fully payable by Fasi (with the exception of the package for the prevention of diseases following edentulism, for which the member is required to contribute up to a maximum of € 500.00 per arch should a new complete denture be necessary) and can only be performed by direct provision at health facilities participating in the project and belonging to the IWS Spa network.

Non Self-Sufficiency Project

In 2024, Fasi's commitment to clients in a condition of non self-sufficiency continues, with the introduction of a temporary Long Term Care pay-out and the extension of professional home care to all clients. To request information on, activate, report upon or make complaints about protections, clients can contact the Contact Centre (option 6). All protections provided by Fasi Non Self-sufficiency can be summarised as follows:

a. Allowance for Professional and Home Care

This protection is an insurance cover that provides a lump-sum allowance for each month of care up to a maximum of 9 months (270 days) per calendar year. This amount is of € 800.00 per month.

From 2024 onwards this protection will be available to all clients in a condition of permanent or temporary non self-sufficiency, without any age limit, regardless of the status of the holder and regardless of the date of onset of the condition of non self-sufficiency.

b. Temporary LTC pay-out in the event of permanent non self-sufficiency

In the event of the permanent loss of self-sufficiency in everyday living activities, a five-year temporary pay-out is provided of € 15,000 a year, reassessed annually and divided into monthly instalments of € 1,250. This protection is aimed at working managers and persons continuing membership voluntarily and their family members aged between 18 and 65. Protection may be provided if the condition of permanent non self-sufficiency dates from 1.01.2024 onwards.

c. Medical, nursing and professional care services

Fasi provides medical, nursing and professional care services through Centrale Blu Assistenza, accessible every day of the year, 24 hours a day, within the Nomenclature-Fee Schedule.

d. ParkinsonCare Project

A remote care service for Fasi clients suffering from Parkinson's disease. It provides dedicated nursing staff - trained by leading Italian and international experts in the management of Parkinson's disease - who are available to be contacted by telephone, . The purpose of this service is to support clients in controlling their symptoms and living a correct lifestyle.

The service can be accessed by contacting the IWS Contact Centre on 06/955861 option 3 from 9 a.m. to 6 p.m. Monday to Friday, or by writing to parkinson@industriawelfaresalute.it.

e. Working managers on leave for serious illness

This protection, of a contractual nature (Article 12 of the CCNL) - for managers who are on leave for oncological pathologies, or serious chronic degenerative and worsening pathologies, or those that, in any case, involve the use of life-saving therapies - maintains their Fasi membership, for the duration of the leave period up to a maximum of twelve months, at the expense of the Fund. This period counts towards the manager's accrued period of membership in Fasi.

Further details of the services provided are given in the Nomenclature-Fee Schedule 2024.

Communicating with the Fund

Members and companies can communicate with the Fund via:

- **Internet www.fasi.it**

The public area of the site offers the possibility, among other functions, to

- access general information on the health facilities to contact for direct-provision services;
- access general information;
- download the Fund's forms.

While in your Private Area, by logging in with your membership number and password, you can:

- check the correctness of your personal data held by the Fund;
- find out the eligibility for cover of family members;
- check the correct payment status of premiums;
- track the progress of claims/requests for refunds/services (date of arrival, date and method of payment, amount paid);
- ask specific questions;
- change your consent to the processing of personal data;
- transmit requests for services.

- **Single telephone number 06.518911**, through which you can access the:

- **Automated Telephone Information Services** (always active, 24 hours a day), to which you can leave a question using your own voice mailbox.
- **Telephone Information Services with Operator**, which provide three options referring to:
 - strictly health-related information;
 - regulatory and administrative information;
 - assistance in using the Fund's website.

- **Registered email address pec.fasi@fasi.postecert.it**

The Fasi registered email address may only be used to send the following communications that can be forwarded to the Fund solely using this channel:

- requests to the Authorisation and Complaints Commission;
- transferral of Fasi membership to a surviving spouse (attaching relevant certificate);
- enrolment of retired managers not previously enrolled with the Fund;
- enrolment of retired managers whose membership has terminated;
- voluntary withdrawal of enrolled managers;
- notification of death (attaching relevant certificate).

If you have lost your personal password, you can request it via the Fund's website (Private Area, *Forgotten your password?*) or by calling the Automated Telephone Information Services with voice mailboxes (always active) and leaving your request in the relevant voice mailbox.

Rome, January 2024