



Information Sheet/Summary Document

concerning the service of collection of amounts due for the purchase of tickets of the Public Museums belonging to the General Directorate of Museums.
(rev. No. 1 of 29/05/2024)

Drawn up pursuant to the provisions of Banca d'Italia on the transparency of banking and financial transactions and services - correctness of relations between intermediaries and clients of 29/07/2009 and subsequent amendments.

PART 1 - INFORMATION ON THE INTERMEDIARY

Legal Name: Mooney S.p.A.

Company subject to the management and coordination of Mooney Group S.p.A.

Registered at no. 6 of the Register of Electronic Money Institutions pursuant to art. 114-quater of Legislative Decree 385/1993 with mechanographic code no. 32532

Entered in the EEE Register in compliance with Art. 4 letter "g" of Legislative Decree 49/2014 with registration number IT22040000013807

Share Capital: Euro 87,833,331.00 fully paid-up

R.E.A. of Milan 2572927

Tax code, VAT number and registration number in the Companies' Register of Milan, Monza-Brianza, Lodi - Ordinary section: 06529501006

Registered Office: Via Privata Nino Bonnet 6/A - 20154 - Milano - T. 02.91673001 – PEC (certified e-mail): mooney@pec.mooney.it

Invoicing data: VAT number Mooney Group 12564030968

Receiver code for electronic invoicing: A4707H7

For further information or reports, please visit www.mooney.it or call 800.005.005

PART 2 - TYPICAL FEATURES AND RISKS OF THE FUNDS COLLECTION AND TRANSFER SERVICE

DEFINITION AND ECONOMIC FUNCTION

Mooney S.p.A. (hereinafter referred to as "Mooney") is a company that carries out collection and/or fund transfer activities (hereinafter referred to as "Service") in favour of private entities, private companies and public bodies (hereinafter referred to as "Beneficiaries"), using its own technological infrastructure for the payment of museum entrance tickets (hereinafter referred to as "Tickets") issued by Public Museums, belonging to the Ministry of Culture and managed by the General Directorate for Museums, adhering to the PagoPA circuit.

The ticket purchase can be made independently by the client through the Totems located at the museums and owned by Mooney partner *Progetti e Soluzioni* (hereinafter referred to as "PES"), with payment in cash or with payment cards.

Alternatively, the ticket purchase can also be made by the client online, i.e. by connecting to the dealer's sales platform, selecting the number of tickets to be purchased and making payment by payment card.

The Service provided by Mooney is a money collection (hereinafter referred to as "funds"), without the opening of payment accounts in the name of the payer (hereinafter referred to as the "Client") or the Beneficiary, consisting in the receipt of funds by Mooney with the sole purpose of transferring a corresponding amount to the Beneficiary or another payment service provider acting on behalf of the Beneficiary.

The Beneficiary of each transaction is indicated on the payment receipt and ticket.

The Service execution is carried out against payment by the Client of a commission for each transaction carried out as specified in Part 5 (“Economic Conditions”).

MAIN RISKS (GENERIC AND SPECIFIC) OF THE SERVICE

The main risk associated with the Service is as follows:

- a) systems failure that may jeopardise the outcome of the transaction and the delivery of the payment receipt.

PART 3 - CONTRACTUAL CONDITIONS APPLICABLE TO THE SERVICE

Art. 1 - Object of the contract

The Service provided is a money collection service, without the opening of payment accounts in the name of the Client or Beneficiary, consisting in the receipt of funds by Mooney with the sole purpose of transferring a corresponding amount to the Beneficiary. The object of the collection is the price paid by the Client for the purchase of tickets at the totems located at the museum entrance or online through the Dealer’s sales platform.

Art. 2 – Fund allocation

The funds transferred do not constitute a deposit and are not interest-bearing, but are tied to the use foreseen in the existing relationships between the Clients and the Beneficiaries.

Art. 3 - Modalities of execution

3.1 Purchasing Tickets at Physical Totems

The Client shall go to the totem located at the museum entrance and select the number of tickets to be purchased. The Clients shall confirm on the totem that they agree to the transaction.

Thereafter, the transaction is finalised and can no longer be cancelled and the funds paid cannot be returned.

At the end of the transaction, the client is given the payment receipt and the ticket printed from the totem containing the transaction data.

The transaction shall be deemed completed when the totem issues the payment receipt and the ticket; should the totem fail to issue the receipt after confirmation, the client shall contact Mooney via the customer service channels on www.mooney.it.

3.2 Purchasing tickets online

Using the online mode, the Client can select the number of tickets and make the payment by payment card. After confirming the transaction and making the payment, the client will receive the purchased tickets and the payment receipt by email.

Once completed the payment transaction, the Client shall properly store the tickets and the payment receipt to prevent their deterioration.

The Client’s payment obligation towards the Beneficiaries is deemed to be discharged at the moment of the receipt issuance, which takes on the value of evidence and receipt of payment with respect to the obligations outstanding with the Beneficiary.

Art. 4 - Maximum execution time for payment

In general, the payment has a fulfilment effect and the maximum execution time of the Service coincides with the time of issue of the payment receipt and the ticket.

Art. 5 - Limits of the collection and transfer service

The service has a limit of €200.00 (excluding commissions) per individual transaction made either in cash or by

payment card.

Art. 6 - Liability

Mooney is responsible for the correct execution of the payment.

Under no circumstances can Mooney be held responsible for claims of Clients related to the functioning of the totem or the online sales platform. Therefore, once the payment transaction is completed, any issues not related to the correct execution of the Service shall be brought to the attention of *PES*.

Art. 7 - Continuing Relations

The provision of the Service does not constitute a continuing contractual relationship between the Client and Mooney, as it does not entail the signing of any framework contract by the Client.

Article 8 - Place of Jurisdiction

Without prejudice to the rights attributed to Clients and deriving from the contractual relationship with the Beneficiary, any disputes that may arise regarding the execution of the Service by Mooney shall be deferred to the exclusive jurisdiction of the Court of Milan, without prejudice to the mandatory territorial jurisdiction of the judge of the consumer's place of residence or domicile, if located in the territory of the Italian State.

Article 9 - Transparency

The client has the right to view the economic conditions and to revoke the payment order before the transaction is confirmed.

PART 4 - COMPLAINTS, APPEALS AND CONCILIATION

For any disputes concerning relations with Mooney, the Client may file a complaint in one of the following ways:

- sending a PEC (certified e-mail) to the address: reclami@pec.mooney.it;
- sending an e-mail to: reclami@mooney.it;
- sending a letter by ordinary mail to the following address: Via Privata Nino Bonnet, 6/A- 20154, Milano, addressee: Mooney S.p.A., *Ufficio Reclami* (Claims Department).

The complaint shall be acknowledged within 15 (fifteen) working days from its receipt, unless for exceptional reasons it is not possible to meet this deadline, the Holder shall be provided with an interim reply giving the reasons for the delay. In any event, the Holder shall be provided with a reply within 35 (thirty-five) working days from the complaint's receipt.

Should the client be dissatisfied or not have received a reply, before appealing to the courts, they may:

- apply to the *Arbitro Bancario Finanziario (ABF)*¹, (Banking and Financial Ombudsman). To find out how to contact this institution and the scope of its competence, the Holder may consult the website www.arbitrobancariofinanziario.it, consult the special Guide available at Mooney's Points of Sale or on the website www.mooney.it;
- apply to the *Conciliatore Bancario Finanziario*, (Banking-Financial Conciliator). To find out how to contact this institution and the scope of its competence, the Holder may consult the website (www.conciliatorebancario.it) or the relevant regulation published on www.mooney.it;
- file a complaint with Banca d'Italia, via Nazionale 91, 00184 Roma - Tel: +39 06 47921 – PEC (Certified e-mail): bancaditalia@pec.bancaditalia.it - e-mail: email@bancaditalia.it - <https://servizionline.bancaditalia.it/home>.

Filing a complaint or appeal in one of the above-mentioned ways is without prejudice to the right of the Holder to

¹ The *Arbitro Bancario Finanziario*, also known as *ABF*, is an out-of-court dispute resolution system under Italian law.

bring an action before the competent judicial authority. For any violations of the Payment Services Regulations, administrative sanctions are applicable pursuant to Articles 130 et seq. of Legislative Decree No. 385/1993 and Articles 32 et seq. of Legislative Decree no. 11/10 and subsequent updates at the expense of intermediaries.

It is understood that any claim arising from the services provided to the Client by the Beneficiary must be submitted to the latter.

PART 5 - ECONOMIC CONDITIONS

The table below shows the fees charged.

TYPE OF SERVICE	APPLICABLE CHARGES	BENEFICIARIES
Collections between € 0,00 - € 2,00	€ 0,00	Public Museums belonging to the Directorate General for Museums
Collections between € 2,01 - € 7,00	€ 0,60	Public Museums belonging to the Directorate General for Museums
Collections between € 7,01 - € 12,00	€ 0,90	Public Museums belonging to the Directorate General for Museums
Collections between € 12,01 - € 50,00	€ 1,50	Public Museums belonging to the Directorate General for Museums
Collections between € 50,01 and € 200,00	€ 2,50	Public Museums belonging to the Directorate General for Museums

PART 7 - LEGEND

Payment is possible through the use of cash or payment cards through totems located at the museum entrance or through the use of payment cards through online channels, credit, debit and prepaid cards belonging to the Visa, Mastercard, Maestro and PagoBancomat circuits, with the exception of certain services that can only be paid for in cash and others where payment is not possible through the use of credit, debit and prepaid cards belonging to the Visa, Mastercard, American Express and Maestro circuits.

PART 6 - PAYMENT METHODS

Client	Anyone who uses the available channels to perform a pagoPA payment, either through physical totems located at the museum entrance or through the dealer's online sales platform.
Transaction	Transfer of funds in cash or by Payment Card by the Client for the performance of the requested Service.
Commission	Additional charge over and above the amount due by the Customer for the execution of the Service of collection of amounts due for the purchase of museum tickets of the Public Museums belonging to the General Directorate for Museums.
Beneficiary	Private company or public body adhering to the PagoPA platform, recipient of the transactions, which issues the payment notices and sends them to the client.

Dealer	Company that won a contract to manage the provision of ticketing services.
Payment Card or Card	Circuit-enabled card enabling the Cardholder to pay the amount due for the purchase of a ticket at the Totem or via online channel by immediate debit (debit/prepaid card) or deferred debit (credit card).
Card Circuits or Circuits	Visa, Mastercard, Maestro, PagoBancomat, American Express and further Card Circuits made available by Mooney from time to time.
Cardholder	Person entitled to use the Card.

PART 8 - PERSONAL DATA PROCESSING NOTICE

The execution of the Service in online mode entails the processing of the Client's personal data (the "Interested Party") by Mooney, in its capacity as Data Controller. Personal data (in particular the email address for sending the payment receipt) are acquired directly from the Interested Party and are processed by the Data Controller (1) for the purposes of the execution of the online museum ticket payment service and the sending of the relative payment receipt to the email address indicated (2) for the pursuit of legitimate interests such as, for instance, the management of eventual disputes or the exercise of a right in extrajudicial and judicial proceedings. The provision of data for purposes (1) and (2), based, respectively, on the performance of a contract to which the Interested Party is a party or of pre-contractual measures adopted at the request of the Interested Party and on the pursuit of the legitimate interests of the Data Controller or of third parties, is compulsory: refusal to provide the requested information will make it impossible for the Data Controller to continue the relationship with the Interested Party. The processing is carried out by means of manual, computerised and telematic tools, with logics strictly related to the above-mentioned purposes and, in any case, in compliance with the necessary precautions, guarantees and measures aimed at ensuring the confidentiality, integrity and availability of the data, as well as avoiding material or immaterial damage. For the pursuit of the purposes described above, personal data may be communicated to recipients, including non-EU recipients and, in this case, on the basis of appropriate guarantees pursuant to Articles 45 et seq. of Regulation (EU) 2016/679, who act as autonomous Data Controllers or Data Processors appointed for this purpose by the Data Controller. The data may also be known by the Controller's staff, specifically authorised to process them. The personal data processed, in any case, are not subject to dissemination. The data are kept by the Controller for 10 years from the termination of the contractual relationship, for legal obligations to which the Company is subject. After this period, the data are deleted or transformed into anonymous form. Mooney has appointed a Data Protection Officer, also known as "Data Protection Officer" or "DPO", who can be contacted at the following email address: dpo@mooney.it. The Interested Party may exercise their rights under Articles 15 et seq. of Regulation (EU) 2016/679 by writing to privacy@pec.mooney.it. Furthermore, they have the right to file a complaint with the supervisory authority, as provided for in Article 77 of the Regulation, as well as to take appropriate legal action pursuant to Articles 78 and 79 of the Regulation.