

## PwC Plus Article

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# Alessandra Perrazzelli: Ten years after the Alternative Dispute Resolution (ADR) Directive - a comparative overview of banking and financial ADR

**Opening speech by Ms Alessandra Perrazzelli, Deputy Governor of the Bank of Italy, at an international conference on Alternative Dispute Resolution schemes in the banking, financial and insurance sectors, Rome, 19 December 2022.**

## Schlagwörter

Artificial Intelligence (AI), Bankenaufsicht (Europäische und Internationale Organisationen), Beschwerdebearbeitung, Cryptocurrencies (Virtual Currencies), Digitalisierung, Finanzmarktstabilität, Framework, Transparenz, Verbraucherschutz, Zahlungssysteme (Geldtransfer)

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