

**INOVA
SUP
DAY '26**

POWERED BY ASF



PITCH #1

**Consumer
Flow**



READY TO DIVE DEEPER?

- / Process “as-is”
- / Complaints & information requests framework
- / Process management platform
- / Submission channels for consumers
- / Data sources
- / Legal & regulatory requirements

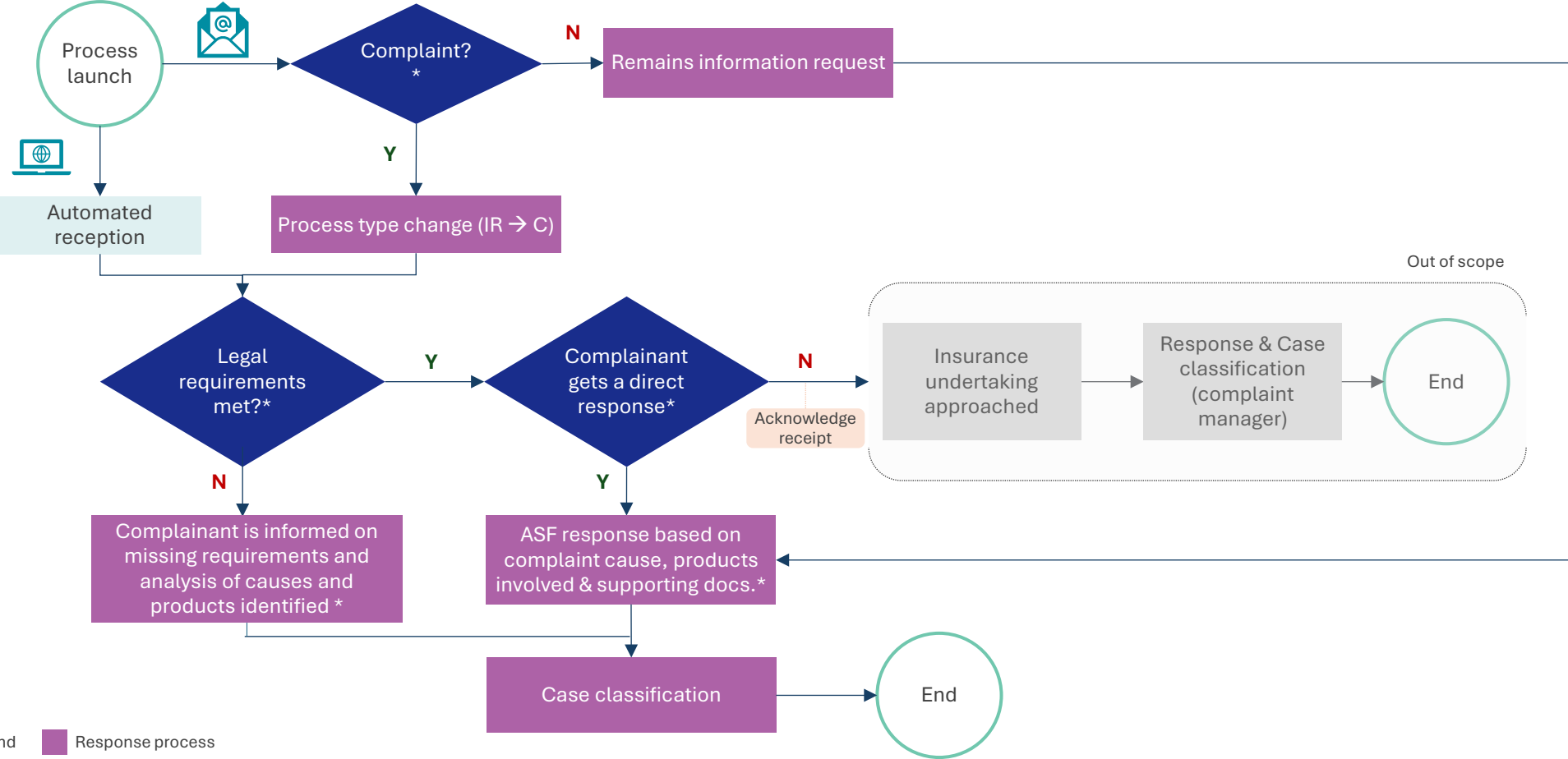
**SCAN THE QR CODE
TO LEARN MORE**



ConsumerFlow

Complaints and Information request

Process “as-is”



□ Process launch/end
■ Response process
◆ Decision stage
★ Stage that implies documentation analysis

ConsumerFlow

Complaints and Information request

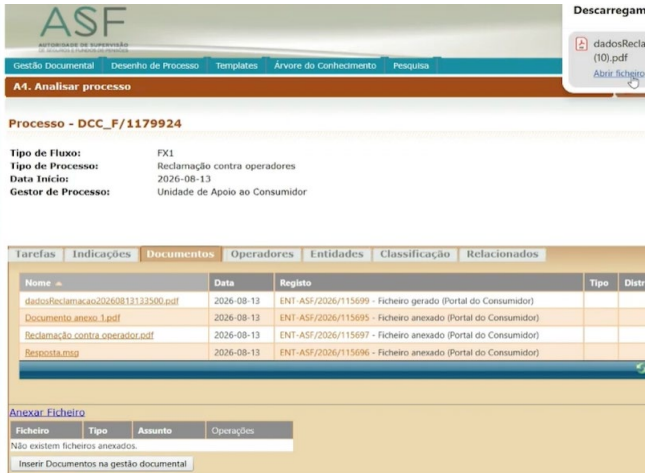


Submission channels for consumers

Interactive interface providing real-time access to the ASF Consumer Website and integration with the management platform



Início - Site PC - ASF



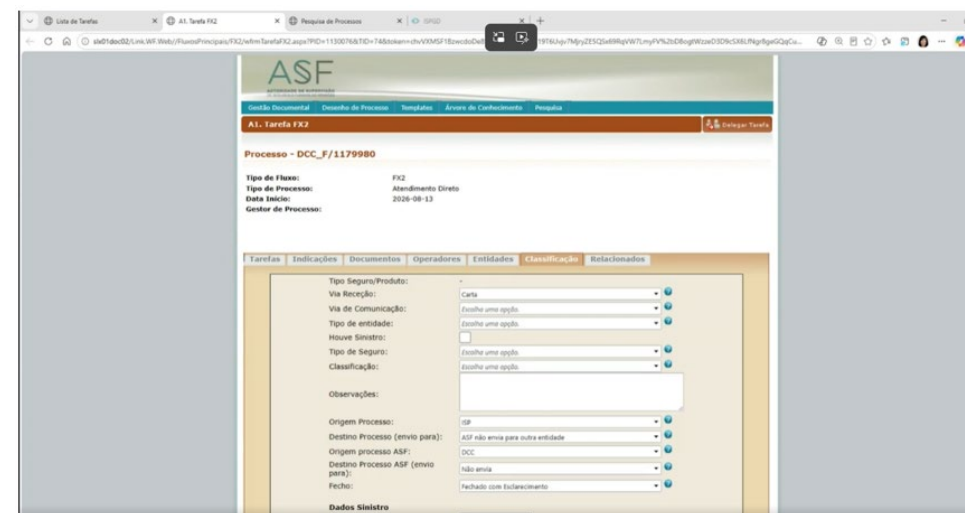
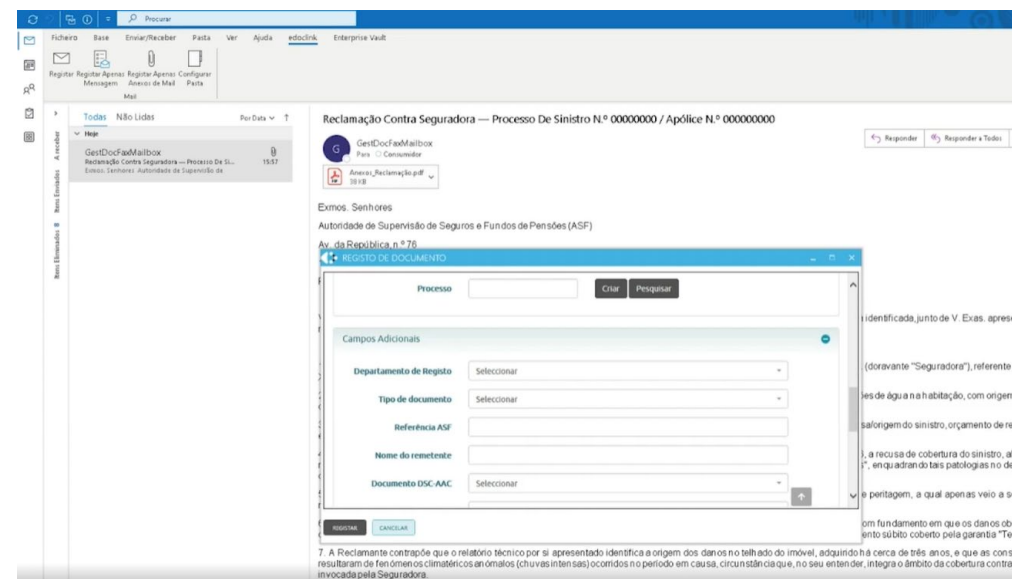
ConsumerFlow

Complaints and Information request



Submission channels for consumers

With regard to the @Consumidor mailbox, the aim is to submit an Information Request and understand the need to integrate the case within the platform



ConsumerFlow

Complaints and Information request



Process management platform

Integration with the IT workflows (FX1 & FX2)
for the handling of Complaints and
Information Requests is required

FX1_Complaints submitted to ASF (RASf)
FX2_Information Requests (Direct Consumer Service)

Lista de Tarefas

Tipo de Procedimento: Todos

Tarefa:

Identificador eDoc: 1179924

Devolvidas:

Novidades por ler?

Atribuído a: Todos

de:

até:

Pesquisa Avançada v

Pesquisar

Limpar Campos

Processos FX1 - 1

Em análise - 1

Elaborar Informação - 0

Validação de documentação pelas chefias - 0

Outras tarefas - 0

Processos FX3 – Processos ASF - 0

Processos FX11 – DL 384/2017 - 0

Processos FX12 - 0

Em análise - 0

Elaborar Informação - 0

Validação de documentação pelas chefias - 0

Outras tarefas - 0

Outros Processos - 0

Processos Genéricos

Solicitar informação ao operador - 0

Aguardando Resposta de Operadores - 0

Analisar Resposta de Operadores - 0

Enviar à DJU - 0

Outras Tarefas - 0

Número de tarefas: 1

ID eDoc	Nome da Tarefa	Gestor	Nome do Processo	Responsável	Data Limite	Data de Início	Entidade	Ultima Indicação	Data da ultima novidade
1179924	A4. Analisar processo	Unidade de Apoio ao Consumidor	FX1 Reclamação contra operadores	UAConsumidor	17-08-2026 11:57:22	13-08-2026 13:35:01	Nome do reclamante		13-08-2026 13:35:51



Main sources for legal and regulatory requirements

[Regulatory Standard no. 7/2022-R, 7 June](#)

Complaint vs. Information Request:

Use as a reference the criteria set out in Article 3 of Regulatory Standard no. 7/2022-R, of 7 June, classifying as a Complaint those submissions in which a Complaint is identified:

- Disagreement with positions adopted by supervised entities
- Dissatisfaction with services provided
- Allegations of potential non-compliance

Exclusions (cases that not qualify as Complaint)

- Information / clarification requests
- Statements made in the context of contractual negotiations
- Demands for compliance with legal or contractual obligations
- Communications relating to Complaints handling and settlement processes
- Communications relating to the payment of benefits

Complaints to be handled by ASF

Use as a reference the criteria set out in Article 35 of Regulatory Standard no. 7/2022-R, of 7 June

- The Complaint must have been previously submitted to the entity concerned
- The entity concerned must either have failed to respond within the maximum period of 20 working days or, where a response has been provided, the complainant must disagree with it
- The matter must not be pending before any other body or dispute-resolution mechanism (e.g., courts, Justice of Peace Courts, CIMPAS, etc)

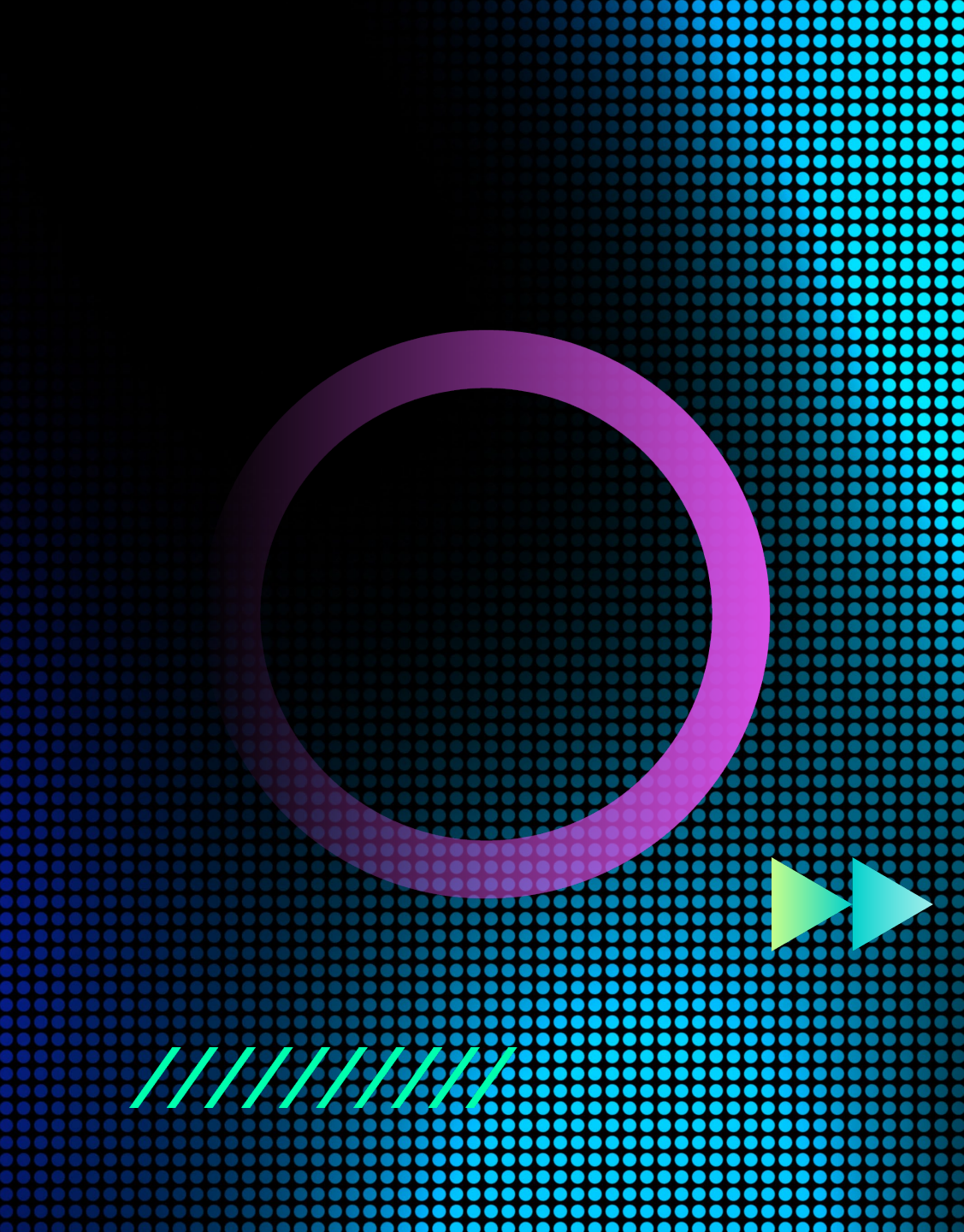


The legislation applicable to the supervised activities and products can be consulted at the following links:

[Início - Site PC - ASF](#)

[Início - Site ASF Institucional - ASF](#)

[ASF - Biblioteca](#)



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▶ **DO YOU HAVE THE SOLUTION?**