



**Memorandum of understanding between Fiat and the Ministry for Public Administration and Innovation relating to the "Reti Amiche on the Job" project and agreement with the Region of Piedmont and City of Turin on services to employees**

The Minister for Public Administration and Innovation, Renato Brunetta, and the CEO of Fiat SpA and Chairman of Fiat Industrial SpA, Sergio Marchionne, met today in Turin to sign a memorandum of understanding relating to the "Reti Amiche On The Job" project aimed at simplifying the relationship between the Public Administration (PA) and citizens with a significant reduction in cost and time.

Launched 3 years ago, the Reti Amiche program initially involved provision of advanced over-the-counter services (issue and renewal of passports, receipt of social security contributions, etc.) together with other public services (i.e., delivery of birth certificates) through post offices and tobacconists. Phase two of this project involved an evolution in the partnership agreements from provision of services through a physical network (over-the-counter, ATM machines, etc.) to an innovative multi-channel network (internet, telephone, mass retailers, etc.). The current agreements involve more than 100,000 points of distribution (points of sale and ATM machines), 10,000,000 potential users per week reached through the web (internet and intranet) and more than 150,000 employees that, through the "Reti Amiche on the Job" project, can potentially access the service directly at their place of work.

Fiat also now offers employees the ability to access these public services through the company's own network, either directly from their workstation (for office workers) or through dedicated Totem terminals (for factory workers). The project will be gradually extended after an initial experimental phase covering a large number of users at the Mirafiori complex in Turin where seven Totem terminals have been installed. These terminals are equipped with a large touch screen, metal keyboard with trackball and printer for printing certificates and other documents. To access the services via the Totem homepage, users need their employee ID card and taxpayer code.

The first public services to be made available will be from the Region of Piedmont and the City of Turin. Together with the signing of the agreement with the Minister for Public Administration today at Lingotto, Fiat S.p.A. and Fiat Industrial S.p.A. also signed two similar memoranda of understanding with the local authorities that will enable the agreement with the Ministry for Public Administration and Innovation to become operational immediately. The agreements were signed by the CEO of Fiat S.p.A. and Chairman of Fiat Industrial S.p.A., Sergio Marchionne, the President of the Region of Piedmont, Roberto Cota, and the Mayor of Turin, Piero Fassino.

The Region of Piedmont will offer the facility to pay for healthcare vouchers on line by credit card (by simply entering taxpayer code and voucher number) and through the City of Turin's Torinofacile project it will be possible to get civil and marital status certificates in real time and book visits for a variety of municipal services. Both local authorities use systems developed and managed by CSI-Piemonte.

In addition to services of the two local entities, Fiat has added to the Totem interface, which uses an internet browser style navigation, all categories of service available to employees from the company healthcare and pension plans (FASIFIAT and Cometa) to family services, from education programs to recreational activities and sport (Cedas and Sisport). In addition, national and international programs such as Scholarships and Grants, Vacanze Verdeblu, Natale Bimbi can also be accessed. And



alongside all of these, access also to local initiatives. For employees at Mirafiori, for example, there are the Mirafiori Baby nursery school, the EasyDrive service for motor vehicle certificates, and many other options.

The Totem terminal will also enable users to read market news and updates on Fiat S.p.A. and Fiat Industrial S.p.A., news on the Region of Piedmont and the City of Turin, the latest news from the daily newspaper La Stampa, and press releases and news published on the intranet sites of Fiat S.p.A. and Fiat Industrial S.p.A.

Turin, 3 October 2011