### ADR scheme

**EU/EEA member state** | FRANCE  
---|---  
**Name in original language** | Médiateur de l’Autorité des Marchés Financiers (AMF)  
**Name in English** | AMF Ombudsman  
**Contact details for consumers**  
**Address** | Ms. Madeleine Guidoni, Autorité des marchés financiers, Service de la Médiation, 17 place de la Bourse, FR-75082 Paris Cedex 2  
**Phone number** | +33 1 534 564 64 only on Tuesdays and Thursdays, from 2pm to 4pm  
**Fax number** | +33 1 534 559 60  
**E-mail address** | www.amf-france.org – go to ‘Ombudsman’ (‘Médiateur’) → ’Click here to access form’ (‘Accès aux formulaires de saisine du Médiateur’)  
**Website address** | www.amf-france.org  
**How the ADR scheme works**  
**Type of ADR scheme** | ☒ public ☐ private ☒ voluntary  
**Limits** | A decennial prescription. No limit in the investor’s compensation scheme: investor compensation is dealt with on case by case basis. Such compensation may take the form of the regularisation of an operation, the payment of damages, a fee retrocession, etc.  
**Are there prior formalities to be complied with?** | ☒ yes ☐ no As a first step, investors have to contact formally the firm (make a written complaint) that sold them the product or provided the service and explain the problem. If they are not satisfied with the answer given by the firm, they can make a complaint to the Ombudsman’s Office.  
**Does the consumer have to pay a fee?** | ☐ yes ☒ no  
**If the consumer has to pay a fee, how much is it (in euro)?** | ☒ yes ☐ no  
**Does the ADR scheme answer enquiries about its work?** | ☒ yes ☐ no The Ombudsman is answerable for all his activities (answers to queries and mediation) to the Board of the AMF. He submits a full report to Board every year.  
**Does the ADR scheme try to help the parties reach a negotiated settlement?** | ☒ yes ☐ no  
**Does the ADR scheme issue a decision upholding or rejecting the complaint?** | ☐ yes ☒ no The Ombudsman does not render a decision, i.e. he does not act as a lawyer or a judge for either party. He may suggest solutions but he is not permitted to settle a dispute by enforcing his decisions. Both parties can:  
- refuse mediation  
- terminate an ongoing mediation procedure  
- accept, change or reject the Ombudsman’s proposals.
If the ADR scheme issues a decision, what is its effect?  
- recommendation, not binding on either party
- binding on the financial institution but not the consumer
- binding on both the financial institution and the consumer

Any necessary explanation about the decision

Average time for ADR scheme to resolve a complaint

**Language(s) in which the ADR scheme operates**

| Language(s) in which a complaint can be made | French, English |
| Language(s) in which any decision can be issued |  |

**Observations**

Any additional useful information not already covered by the other sections of this form

The Ombudsman’s office has a two-fold remit:
1) answering investor’s queries
2) organising mediation procedures in the event of a dispute

In the event of a dispute, the Ombudsman’s Office can help the parties to reach an out-of-court settlement. This mediation service is free of charge, confidential and elective (it requires the consent of both parties).

The Ombudsman’s Office has no jurisdiction in the fields of taxation, life insurance or banking (interest charges, loans, overdrafts, etc.). It does not advise on individual investment opportunities. Moreover, the Ombudsman’s Office can not intervene in matters that are already under investigation by the AMF or if legal proceedings have already been initiated.

Consumers can not claim to the Ombudsman and petition the courts at the same time.

The mediation procedure is confidential. This means that the different elements of the file can not be used in court or disseminated to other parties (such as media).

Investors can get more information on the AMF’s website ([www.amf-france.org](http://www.amf-france.org)) and in the annual report of the Ombudsman.