

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	<input checked="" type="checkbox"/> public <input checked="" type="checkbox"/> established by law <input type="checkbox"/> private <input type="checkbox"/> 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?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> 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?	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no
If the consumer has to pay a fee, how much is it (in euro)?	
Does the ADR scheme answer enquiries about its work?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> 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?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no
Does the ADR scheme issue a decision upholding or rejecting the complaint?	<input type="checkbox"/> yes <input checked="" type="checkbox"/> 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: <ul style="list-style-type: none"> ▪ 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?	<input type="checkbox"/> recommendation, not binding on either party <input type="checkbox"/> binding on the financial institution but not the consumer <input type="checkbox"/> 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	<p>The Ombudsman's office has a two-fold remit:</p> <p>1) answering investor's queries</p> <p>The Ombudsman's Office deals with queries from consumers (including associations representing their interests) and non-financial companies on a variety of topics. These include stock market mechanisms, disclosure requirements for publicly traded companies, rules and regulations for portfolio management and financial product marketing, transmission and reception of trade orders, and custody (transfers, corporate actions, etc.)</p> <p>2) organising mediation procedures in the event of a dispute</p> <p>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).</p> <p>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.</p> <p>Consumers can not claim to the Ombudsman and petition the courts at the same time.</p> <p>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).</p> <p>Investors can get more information on the AMF's website (www.amf-france.org) and in the annual report of the Ombudsman.</p>