

ADR scheme	
EU/EEA member state	SPAIN
Name in original language	Oficina de Atención al Inversor – Departamento de Inversores de la CNMV
Name in English	Investor Assistance Office – Investors Department of the CNMV
Contact details for consumers	
Address	C/ Edison 4, ES-28006 Madrid
Phone number	+34 902 149 200
Fax number	+34 91 585 1701
E-mail address	ServiciodereclamacionesCNMV@cnmv.es
Website address	http://www.cnmv.es/Portal/home.aspx?lang=en
How the ADR scheme works	
Type of ADR scheme	<input checked="" type="checkbox"/> public <input type="checkbox"/> private <input checked="" type="checkbox"/> established by law <input type="checkbox"/> voluntary
Limits	
Are there prior formalities to be complied with?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no Evidence that the complaint has previously been placed before the entity's Customer Service Department or Client's Ombudsman (financial intermediaries are obliged to inform the public about the existence and functioning of these offices).
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
Does the ADR scheme try to help the parties reach a negotiated settlement?	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no
Does the ADR scheme issue a decision upholding or rejecting the complaint?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no
If the ADR scheme issues a decision, what is its effect?	<input checked="" 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	The decision makes no economic valuations in respect of possible damages to the users of financial services.
Average time for ADR scheme to resolve a complaint	4 months
Language(s) in which the ADR scheme operates	
Language(s) in which a complaint can be made	Spanish, English
Language(s) in which any decision can be issued	Spanish
Observations	
Any additional useful information not already covered by the other sections of this form	http://www.cnmv.es/Portal/inversor/Como-Reclamar.aspx Inform investors how, when and where to complain about securities, markets, products or services. Send your complaint online with the electronic form. There is a complaint form available at http://www.cnmv.es/DocPortalInv/OtrosPDF/ES-FormuladoreclamacionequejasCNMV.pdf