

## ENQUIRY FORM

### 1.- ENQUIRER'S DATA

SURNAME		FIRST NAME (or BUSINESS NAME)			ID number
Full Address		City	Province	Postal Code	COUNTRY
Phone number		Email			

In the event of CONSUMERS' AND USERS' ASSOCIATIONS

Registration Number in the State Registry of Consumers' and Users' Associations	
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### ADDRESS FOR NOTIFICATION PURPOSES (if different from the enquirer)

SURNAME		FIRST NAME (or BUSINESS NAME)			ID number
Full Address		City	Province	Postal Code	COUNTRY
Phone number		Email			

### 2.- REPRESENTATIVE'S DATA (if applicable) (and corresponding power of attorney)

SURNAME		FIRST NAME (or BUSINESS NAME)			ID number
Full Address		City	Province	Postal Code	COUNTRY
Phone number		Email			

In the event of CONSUMERS' AND USERS' ASSOCIATIONS

Registration Number in the State Registry of Consumers' and Users' Associations	
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### ADDRESS FOR NOTIFICATION PURPOSES (if different from the representative)

SURNAME		FIRST NAME (or BUSINESS NAME)			ID number
Full Address		City	Province	Postal Code	COUNTRY
Phone number		Email			

### 5.- REASON FOR THE ENQUIRY

Enquiries should be considered as requests for advice and information on questions of general interest concerning the rights of users of financial services as regards transparency and customer protection, or the legal channels for the exercise of these rights.

In no case may the enquiries relate to a specific operation involving a specific entity, or to the material conditions in which transactions are carried out provided they are subject to the regulations on transparency and customer protection.

The reply to the enquiry will be for information purposes only, i.e., it will not be binding in relation to any persons, activities or scenarios referred to therein.

*Regulation Orden ECC/2502/2012 of 16 November establishes the procedure for filing claims and complaints with the complaints services of Banco de España, Comisión Nacional del Mercado de Valores and the Directorate-General for Insurance and Pension Funds.*

**Background information and concurrent circumstances**

[Empty box for background information and concurrent circumstances]

**Enquiry**

[Empty box for enquiry]

**Other data and factors based on which an opinion can be formed**

[Empty box for other data and factors based on which an opinion can be formed]

Documentation provided (please tick the appropriate box):

Power of attorney

Documents based on which an opinion can be formed:

.....	<input type="checkbox"/>
.....	<input type="checkbox"/>
.....	<input type="checkbox"/>
.....	<input type="checkbox"/>
.....	<input type="checkbox"/>

In ....., on .....of 20....

**SIGNATURE**

**ENQUIRER / REPRESENTATIVE**

**SEND YOUR ENQUIRY TO: INVESTORS DEPARTMENT / CNMV / Calle Edison, 4, 28006 Madrid.**

The SPANISH SECURITIES MARKET COMMISSION (COMISIÓN NACIONAL DEL MERCADO DE VALORES, CNMV) hereby informs you that your personal data collected through this form will be processed. Therefore, as a rights holder, you must read this **Basic information on data protection** (described in detail in our **Privacy and Data Protection Policy** contained in <http://cnmv.es/portal/Utilidades/NotaLegal.aspx>).

Data controller	CNMV (Tax ID Code Q-2891005-G), Calle Edison nº 4, 28006 Madrid. Data Protection Officer <a href="mailto:dpd@cnmv.es">dpd@cnmv.es</a>
Purpose	To identify you as the person authorised to make this request, and send you the relevant notifications in relation to it.
Legal basis	Processing of this data is based on your consent. In the event that you do not consent to the processing of your data, the data controller will not be able to process your request.
Recipients	The CNMV departments strictly involved in the assessment of your request. Your data will only be forwarded to third parties in the event that such information is strictly necessary to assess your request.
Rights	You can exercise your rights of access, rectification, deletion and portability of your data, limitation or objection to its processing, as well as your right to withdraw the consent given, through the email address <a href="mailto:derechospd@cnmv.es">derechospd@cnmv.es</a> , duly proving your identity.  If you consider that your rights over your personal data have been violated, you may file a complaint with the Spanish Data Protection Agency and, prior to doing so, if you deem it appropriate, you can contact the CNMV Data Protection Officer.