



THE CNMV SUSPENDS THE ON-SITE FILING OF DOCUMENTATION AT THE GENERAL REGISTRY OF ITS HEADQUARTERS IN MADRID

10 January 2021

The Spanish National Securities Market Commission (CNMV) has suspended the on-site filing of documentation at the General Registry of its headquarters on 11 and 12 January 2021 due to the exceptional weather conditions and the problems relating to mobility in Madrid. This suspension will continue while the current situation persists. Normal service will be resumed as soon as possible and will be communicated accordingly.

However, continuity in the filing and processing of documentation is guaranteed via the following channels:

1. Any document, application or notification may be sent using the area enabled at the CNMV's Virtual Office at the following link:

<https://sede.cnmv.gob.es/sedecnmv/sedeelectronica.aspx>

To do so, you must have a DNI (Spanish national identity card) or a certificate with a recognised electronic signature.

2. Persons or entities who are not legally bound to deal with the Administration electronically and/or those who do not hold a digital certificate or electronic DNI may send their documents to the email address: registro@cnmv.es. All documents received by this means will be subject to entry registration. Senders will receive an acknowledgement of receipt with the assigned registration number. The CNMV may review the document and, where appropriate, require its correction and amendment under the terms provided for by law.

Finally, we remind you that investors can send their enquiries and complaints:

- By writing to the CNMV Complaints Service, at C/ Edison, 4 - 28006 Madrid. For this purpose, a form has been made available on the website: www.cnmv.es, in the "Investor Section", under "enquiries". This form is available at the following link:

<http://www.cnmv.es/portal/Inversor/Como-Consultar.aspx>

- By telematic means, through the CNMV's Virtual Office, using either your digital certificate or electronic DNI, or your username and password. To use this means, you must access via the following link:

<http://www.cnmv.es/Portal/inversor/Como-Reclamar.aspx>

- By phone on: 900 535 015.