



THE CNMV PUBLISHES AN EXPLANATORY GUIDE TO FACILITATE ONLINE FILING OF COMPLAINTS

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In order to facilitate online filing of complaints by investors, in view of the exceptional situation caused by the COVID-19 crisis, the Spanish National Securities Market Commissions (CNMV) has prepared an [explanatory guide](#) to facilitate online filing of complaints and their subsequent monitoring, also online. The guide explains the process to investors. It includes four simple steps and reminds investors how to access the complaint after it has been filed to find out its processing status. The online procedure is quick, safe and easily accessible through the various electronic devices.

On 13 March 2020, the CNMV issued a public statement concerning the operation of the CNMV's General Registry from 16 March 2020 onwards. This public statement indicated that, as a result of the exceptional situation caused by the COVID-19 crisis, the CNMV's General Registry, following the guidelines given by the health authorities, would be closed for on-site filing of documents. It also indicated the channels enabled to ensure continuity in the submission and registration of documents.

With regard to complaints, in particular, the public statement reminded investors that they could be sent *“By telematic means, through the CNMV Virtual Office, using either their digital certificate or digital DNI (national identity document), or their username and password”*. *The following link is attached:* <http://www.cnmv.es/Portal/inversor/Como-Reclamar.aspx>.

The new guide explains the process in detail. Investors may consult the [guide](#) or see the explanatory [video](#).

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