

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/ Miguel Ángel, 11, ES-28010 Madrid
Phone number	+34 902 149 200
Fax number	+34 91 585 1701
E-mail address	Queries: http://www.cnmv.es/FormularioWeb/Frm_Inversor.aspx Complaints (with electronic certificate): https://www.cnmv.es/oficinavirtual/oficinavirtual.aspx
Website address	http://www.cnmv.es/PortallInversor/home.aspx
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 type="checkbox"/> yes <input checked="" 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	A guide is available at http://www.cnmv.es/inversores/eng/orientacion/docs/guia_PI_eng.pdf to inform investors how, when and where to complain about securities, markets, products or services. There is a complaint form available at www.cnmv.es/inversores to help complainants formulate their complaint to CNMV, which is also available with the investor factsheet <i>How to make a complaint concerning financial services</i> .