

COMPLAINTS INFORMATION AND CLIENT COMPLAINT'S HANDLING PROCEDURE

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Supervisors Complaints services

Country	Supervisor	Postal address	contact
SPAIN	Banco de España	Departamento de Conducta de Entidades Calle Alcalá 48 28014 Madrid. Spain	Access to the Bank of Spain
	CNMV	Oficina de Atención al Inversor de la Comisión Nacional del Mercado de Valores Calle Edison 4, 28006 Madrid	Access to CNMV
ITALY	Banca di Italia	Arbitro Bancario Finanziario Via Venti Settembre, 97/e 00187 Roma	Access to Arbitro Bancario Finanziario
		Servizio Tutela individuale dei clienti Via del Traforo, 146 00187 Roma	Access to Servizio online Banca di Italia
		Servizio Strumenti e servizi di pagamento al dettaglio Via Nazionale 75, 00184 Roma	
CONSOB	CONSOB	Divisione Tutela del Consumatore Ufficio Consumer Protection Via G.B. Martini, 3 00198 Roma	Access to Divisione Tutela de Consumatore CONSOB
		Divisione Tutela del Consumatore Ufficio Consumer Protection Via Broletto, 7 20121 Milano	

		Arbitro per le Controversie Finanziarie Ufficio di Segreteria Tecnica Via Giovanni Battista Martini, 3 - 00198 Roma	Access to Arbitro per le Controversie CONSOB
UNITED KINGDOM	FCA	FCA 12 Endeavour Square, London E20 1JN	Access to FCA
	PRA	20 Moorgate, London EC2R 6DA, UK	Access to Bank of England
	FOS* (* Final/retail clients)	Harbour Exchange Square, London E14 9SR, UK	Access to Financial-ombudsman
SINGAPORE	MAS	10 Shenton Way, MAS Building Singapore 079117	Access to MAS
FRANCE	AMF	Autorité des marchés financiers Le médiateur 17, place de la Bourse 75082 Paris Cedex 02	Access to AMF
POLAND	PFSA	Komisja Nadzoru Finansowego ul. Piękna 20 00-549 Warsaw Poland	Access to PFSA
LUXEMBOURG	CSSF	Commission de Surveillance du Secteur Financier Département Juridique CC 283, route d'Arlon L-2991 Luxembourg	Access to CSSF
SWEDEN	FI	Finansinspektionen, Box 7821, 103 97 Stockholm, Sweden	Access to FI

Version Control

Version	Date	Author	Changes
1.0	March 2021	Regulatory Compliance Unit	Initial draft version
2.0	July 2022	Regulatory Compliance Unit	Minor Improvements

Approval

Governing Body	Entity	Date
Board of Directors	Allfunds Bank S.A.U	March 2021

Client Complaint 's Handling Service
ALLFUNDS BANK, S.A.U.

1. TITLE 1

CHAPTER 1: SUBJECT MATTER AND SCOPE

Article 1

These Regulations are aimed at regulating the existing procedures at Allfunds Bank S.A.U. (the 'Institution') to deal with complaints from the customers and users of the financial services provided by the Institution, and to meet the requirements of the legislation in force (Spanish Act 44/2002, of 22 November, on the Reform Measures of the Financial System, Order ECO 734/2004, of 11 March on Client Complaints Handling Service Departments and Services and the Financial Ombudsman Service, and Spanish Act 2/2011, of 4 March, on Sustainable Economy) and specifically of the legislation on payment services (Royal Spanish Decree-Law 19/2018, of 23 November)¹ and that implementing Directive 2013/11/EU of the European Parliament and of the Council of 21 May 2013 on alternative dispute resolution for consumer disputes into Spanish legislation (Spanish Act 7/2017, of 2 November).

Article 2

These Regulations have been approved by the Board of Directors of the Institution and verified by the Bank of Spain as the supervisor of the Institution. Any subsequent modification will also be subject to the approval by resolution of the Board and submitted for verification by the Bank of Spain.

Article 3

The customers and users of the Institution's financial services shall be entitled to submit complaints and claims regarding their interests and rights recognised by law, whether arising from regulations on transparency and protection of customers or good financial practices, in particular from the principle of equality.

Complaints will also comprise those related to delays, neglect or any type of poor performance in the provision of financial services.

Claims will also include those that reveal specific facts regarding actions or omissions that, in the opinion of the client, involve the breach of contracts, of regulations on transparency and the protection of clients, or of good financial practices, and which are detrimental to the interests or rights of those filing them with the intention of achieving their restitution.

Article 4

The Institution has arranged an instance, the operation of which is explained below. The customers and users of the financial services provided by the Institution may submit their complaints and claims for resolution to the Client Complaints Handling Service.

2. TITLE II

CHAPTER I: ON THE CLIENT COMPLAINTS HANDLING SERVICE DEPARTMENT

Article 5

¹ Nevertheless, it should be noted that given the activity carried out by Allfunds Bank concerning the provision of the investment service for receiving and sending orders, as well as the ancillary custody service, the Bank is excluded from the application of regulations on payment services, according to Directive (EU) 2015/2366 of the European Parliament and of the Council of 25 November 2015 on payment services (SPD2) in article 3 regarding exclusions, which indicates that:

i) *payment transactions related to securities asset servicing, including dividends, income or other distributions, or redemption or sale, carried out by persons referred to in point (h) or by investment firms, credit institutions, collective investment undertakings or asset management companies providing investment services and any other entities allowed to have the custody of financial instruments;*

This exclusion is also included, in similar terms, in article 4, section i) of Royal Spanish Decree-Law 19/2018, of 23 November, on payment services and other urgent measures regarding financial matters.

In accordance with the applicable provisions, the Institution has created a Client Complaints Handling Service, to deal with the complaints and claims it receives from those who use the financial services of the Institution.

Article 6

To make sure its operational and commercial duties are duly separated from those of the Institution, the Client Complaints Handling Service will be able to make decisions completely independently and autonomously, thus avoiding possible conflicts of interest. Moreover, all the departments of the Institution must provide the Client Complaints Handling Service with all the information and documents it requests to exercise its duties.

Article 7

Complaints and claims related to article 3 that are filed and result from services provided by the Institution shall be managed by the Client Complaints Handling Service.

The Client Complaints Handling Service shall only accept claims that are filed within a period of five years from the date when the claimant became aware of the facts leading to the complaint or claim, or from the date established by the regulations in force from time to time.

Article 8

The Institution will implement the measures required to guarantee the information required by the Client Complaints Handling Service is sent to the rest of the areas and department of the Institution that must observe these Regulations in line with the principles of speed, security, effectiveness and coordination.

Article 9

The Institution will provide the Client Complaints Handling Service with the human, material, technical and organisational resources it may need to carry out its duties.

Article 10

The corresponding measures shall be adopted for the staff of the said Department to be duly familiar with the regulations on transparency and on the protection of the customers and users of the financial services provided by the Institution.

CHAPTER II: DUTIES AND COMPETENCES

Article 11

The Client Complaints Handling Service will deal with the complaints and claims filed by the customers and users of the financial services of the Institution, operating autonomously to avoid conflicts of interest, without further limitation than the interests and rights expressly recognised by law and the provisions established herein.

Article 12

The Client Complaints Handling Service may refuse to hear the complaints or claims that are being substantiated or that have been solved in administrative, arbitration or judicial proceedings.

Article 13

If a department or office of the Institution receives a complaint or claim that cannot be solved within the scope of their usual activity in favour of the client, they must immediately send it to the Client Complaints Handling Service Department, informing the person who filed the complaint or claim.

Article 14.

The departments or agencies of the Institution may resort to the Client Complaints Handling Service in case they need so, to draft internal decisions for the Institution to be able to implement the correct measures, from the perspective of good practices.

Article 15

Regardless of the preparation of the annual report subject matter of another chapter of these Regulations, the Department may draw up regular statistical reports on the claims received, either based on the concepts, offices or products subject matter of the complaint or claim, in order to collaborate in the fulfilment of banking standards.

Article 16

The Client Complaints Handling Service Department, through its Head, will act as a connection with the Complaints Services of financial supervisors (Bank of Spain, Spanish National Securities Exchange Commission, Spanish Directorate General for Insurance and Pension Funds), as well as with consumer organisations or associations of the customers and users of the financial services of the Institution.

CHAPTER III: ON THE HEAD OF THE DEPARTMENT

Article 17

The Head of the Client Complaints Handling Service must be an expert with a prestigious commercial and professional background, with sufficient knowledge and experience to exercise their duties in line with the provisions established herein and in the applicable legislation, in all matters related to serving and protecting customers. The Head shall be designated by the Board of Directors of the Institution pursuant to the provisions established by law.

Article 18

The Head of the Client Complaints Handling Service may be removed from their position in the event any circumstance occurred during their tenure leading to the loss of their commercial and professional reputation once the circumstance becomes known by the Institution.

The Head of the Client Complaints Handling Service will not be able to hold any other position or duties in other financial institutions.

Article 19

Their appointment and any modifications thereto shall be notified by the Institution to the Complaints Services of financial supervisors (Bank of Spain, Spanish National Securities Exchange Commission, Spanish Directorate General for Insurance and Pension Funds), and to the corresponding supervisory authorities.

Article 20

The Head shall serve a period of two years, renewable for equal periods, without limitation, notwithstanding the right of withdrawal that the Board of Directors may exercise at any time through a resolution resulting from objective and serious reasons for termination.

3. TITLE III

CHAPTER I: ON THE DUTY OF DISCLOSURE

Article 21

All customers and users of the services of the Institution have access, at the offices and, where required by law, on the website of the Institution, to the following information:

- The existence of the Client Complaints Handling Service, indicating its postal and e-mail address.
- The obligation to deal with the complaints and claims filed by the customers and users of the Institution, subject matter of these Regulations, within one month regarding those filed by consumers, two months filed by customers who are not considered as consumers, and fifteen business days in the event of claims on payment services, which shall be computed from the date they are submitted at any agency of the Institution ².
- Regulatory references to the Complaints Services of financial supervisors (Bank of Spain, Spanish National Securities Exchange Commission, Spanish Directorate General for Insurance and Pension Funds), specifying their postal and e-mail address, and the need to exhaust all remedies available through the Client Complaints Handling Service to be able to file complaints and claims before them.
- The existence of these Regulations.
- References to the rules on transparency and the protection of customers of financial services.

4. TITLE IV

CHAPTER I: ON THE SUBMISSION, PROCESSING AND RESOLUTION OF CLAIMS

Article 22

Complaints or claims may be filed personally or via proxy, on paper or through computer, electronic or telematic means, provided that these allow the documents to be read, printed and stored. Computer, electronic or telematic means must be used in line with the provisions set forth in Spanish Act 59/2003, of 19 December, on electronic signatures.

The document will specify:

- The name, surname and address of the interested party and, where appropriate, of the duly accredited person representing them; their national ID or passport number, in the event they are natural persons, and the details of their public registration, in the event they are legal persons.
- The specific reason for the complaint or claim, clearly indicating the matters regarding which the decision is requested.
- Office or offices, departments or services where the events subject matter of the complaint or claim took place.
- Place, date and signature.

The claimant may provide the documents they deem relevant to substantiate their complaints or claims.

² See note 1

Complaints may be filed to the Client Complaints Handling Service or at any office of the Institution or sent to the corresponding e-mail address. Nevertheless, these may only be submitted once by the interested party. Its reiteration before different bodies of the Institution cannot be required.

The Client Complaints Handling Service has a maximum period of two months in general, one month to solve the complaints and claims filed by consumers, and fifteen business days to solve claims on payment services³, to settle claims according to its operating regulations.

In the event they do not agree with the decision made or if the period indicated above had elapsed without any decision being issued, the client may file their complaint before the Complaints Services of the relevant financial supervisors (Bank of Spain, Spanish National Securities Exchange Commission, Spanish Directorate General for Insurance and Pension Funds), within the deadlines defined in the applicable legislation.

Article 23

Where applicable, the claimant will inform the Client Complaints Handling Service that they are not aware that the subject matter of the complaint or claim is being dealt with by way of an ongoing administrative, arbitration or judicial procedure.

Article 24

After the initial analysis of the complaint or claim received, if it is determined that it does not meet the necessary requirements for admission, the claimant will be informed within ten days to correct the corresponding omissions.

The period used by the claimant to correct the said errors shall not be taken into account to calculate the period required to solve the complaint.

The reasons indicated below will constitute causes for rejecting the admission of complaints and claims for processing:

- a) If essential data for the processing that cannot be corrected are omitted, including cases where the reason for the complaint or claim is not specified.
- b) If the consumer is trying to file as a claim or complaint an appeal or action which should be heard by administrative, arbitration or judicial bodies, or if the claim or complaint is pending resolution or litigation, or if the matter had already been solved in the said bodies.
- c) If the facts, reasons and requests specifying the issues that constitute the subject matter of the complaint or claim do not refer to specific operations or do not meet the requirements defined in article 3.
- d) If the complaints or claims being filed reiterate complaints or claims that have been previously solved and were filed by the same client in relation to the same facts.
- e) If the period established in article 7 to file claims and complaints had elapsed.

If the claimant answers the request they are submitted and the reasons for the non-admission persist, they shall be informed of the decision made, along with the corresponding justification.

After ordering the closure of the complaint in question, in the event the claimant solved in the future the incident that led to it not being admitted, a new process will be opened.

Article 25

All branches, agencies or departments must provide the Client Complaints Handling Service with the details, clarifications, reports or evidence the Department deems relevant to make its decisions. They

³ See note 1

must do so at the earliest opportunity, for the Department to be able to respond within the deadlines established by law.

Article 26

If in view of the complaint or claim filed to the Client Complaints Handling Service Department, the Institution rectifies its situation regarding the claimant to the satisfaction of the latter, the Institution will notify the Department, presenting the corresponding documentary justification. In these cases where acquiescence is reached, or if the interested party expressly withdraws the complaint, the complaint shall be closed without further processing.

Article 27

The cases opened with the complaint or claim received must be concluded, as required by law, within a maximum of two months in general, one month in the event of those filed by consumers, or fifteen business days in the event of claims on payment services, as of the date the complaints filed before the Institution. The claimant will be notified in writing via e-mail or computer, electronic or telematic means of the affirmative or negative decision made, within ten calendar days from the date the decision is issued.

The means through which the notification is made must meet the requirements specified in Spanish Act 59/2003, on electronic signatures.

The notification will be issued through the means expressly designated by the claimant and, in the absence of such indication, through the means they used to file the complaint or claim.

The maximum period of two months, one month or fifteen business days shall start running from the time the complaint or claim is received by the Client Complaints Handling Service or at any of the offices of the Institution. If the complaint or claim is received at any of the offices of the Institution, it will be sent as soon as possible to the Client Complaints Handling Service Department.

Article 28

The decision must be substantiated and clearly contain the conclusions on the request made, based on contractual clauses, regulations on transparency and customer protection, and on good financial practices.

Furthermore, in the event the decision made deviates from criteria expressed in previous similar cases, the reasons justifying the said decision must also be given.

The decision of the Client Complaints Handling Service shall be binding upon the Institution, though not upon the claimant, who, in the event they accept the decision, will not have to waive any subsequent right or instance to defend their interests.

Article 29

The decisions that conclude the procedures for processing complaints and claims will expressly mention the right the claimant holds, in the event they do not agree with the decision, to turn to the Complaints Services of financial supervisors (Bank of Spain, Spanish National Securities Exchange Commission, Spanish Directorate General for Insurance and Pension Funds), where applicable.

If the claimant is a consumer and a month has elapsed from the date they filed the complaint and the Client Complaints Handling Service has not issued a decision, they may turn to financial supervisors (Bank of Spain, Spanish National Securities Exchange Commission, Spanish Directorate General for Insurance and Pension Funds).

This right given to customers who hold the condition of consumers to file the complaint before financial supervisors (Bank of Spain, Spanish National Securities Exchange Commission, Spanish Directorate General for Insurance and Pension Funds) shall be valid for a maximum of one year. Afterwards, they

will not be able to file the same claim or complaint before the competent Complaints Services of financial supervisors (Bank of Spain, Spanish National Securities Exchange Commission, Spanish Directorate General for Insurance and Pension Funds).

Article 30

Customers will not have the obligation to accept a resolution in favour of their interests. They will be entitled to turn to other instances.

CHAPTER II: ON THE RELATIONSHIP WITH COMPLAINTS SERVICES OF FINANCIAL SUPERVISORS

Article 31

The Client Complaints Handling Service will deal with requests received from the Complaints Services of financial supervisors (Bank of Spain, Spanish National Securities Exchange Commission, Spanish Directorate General for Insurance and Pension Funds) in the performance of its duties, within the deadlines determined by the latter, pursuant to legal provisions.

The Institution shall implement the necessary measures to facilitate the provision of the data and documents required in the exercise of its duties with the Complaints Services of financial supervisors (Bank of Spain, Spanish National Securities Exchange Commission, Spanish Directorate General for Insurance and Pension Funds), for the said duties to be carried out through the use of electronic signatures, in accordance with article 4 of Spanish Act 59/2003, of 19 December, and its implementing regulations.

5. TITLE V

CHAPTER I: ON THE ANNUAL REPORT

Article 32

Before the end of the first quarter of each year, the Client Complaints Handling Service will submit an explanatory report to the Institution's Board of Directors on the development of its duties, throughout the preceding year, including at least the following content:

- Statistical summary of complaints and claims, with a report on their number, admission for processing and reasons for inadmissibility, reasons and questions raised in the complaints and claims and the amounts affected.
- Summary of the decisions issued, indicating whether they were in favour of the claimant or not.
- General criteria specified in the decisions.
- Recommendations or suggestions from the experience resulting thereof, to continuously improve the quality of the service provided in line with the objective of operating correctly from the perspectives of good financial practices by the Bank.

Part of the summary report, according to standardised criteria, will be included in the Institution's annual report.

6. TITLE VI

ON THE MODIFICATION OF THE REGULATIONS

Article 33

If the Regulations are to be modified, the modification will not become effective until it is approved by the Board of Directors and verified by the Bank of Spain.

TEMPORARY PROVISION: ENTRY INTO FORCE

The Regulations will enter into force once approved by the Board of Directors and verified by the Bank of Spain.

ANNEX I: SPECIFIC REGULATORY REQUIREMENTS APPLICABLE IN ALLFUNDS' BRANCHES.

ALLFUNDS BANK S.A.U., PARIS BRANCH

- **ACKNOWLEDGEMENT IF RECEIPT TO THE CLAIMER/COMPLAINANT:**

Allfunds Bank Paris, send an acknowledgement of receipt to the claimer or complainant within ten days unless a response has been provided within that timeframe.

- **RESPONSE TO A COMPLAINT OR CLAIM BY ALLFUNDS S.A.U. PARIS:**

Allfunds Bank Paris, respond to any claim or complaint within a maximum period of two months (except in the event of duly justified specific circumstances) following their receipt.

ALLFUNDS BANK S.A.U., MILÁN BRANCH

- **RESPONSE TO A COMPLAINT OR CLAIM BY ALLFUNDS BANK S.A.U., Milan Branch:**

Allfunds Bank S.A.U., Milan Branch respond in writing to any claim or complaint within the following deadlines starting from the moment of receipt of the complaint by Allfunds:

- 30 days for complaints relating to banking services;
- 60 days for complaints regarding investment services;
- 15 working days for complaints relating to payment services.

In any case, if during the investigation there are any aspects that require longer handling times, the Client Complaints Handling Service will notify the Client of any delay by indicating a new deadline within which feedback will be provided to the Client.

- **ALTERNATIVE DISPUTE RESOLUTION:**

If the Client *i)* is not satisfied with the response provided by the Bank, *ii)* has not received any response, or *iii)* the response has not been provided in accordance with the law, he will have to activate alternative resolution mechanisms disputes before resorting to the judicial authority. This is a condition of admissibility introduced by Legislative Decree no. 28/2010 which allows the Client to appeal to the Judicial Authority only after trying to resolve the claim or complaint through one of the following subjects:

- The Banking and Financial Arbitrator ("ABF"), for disputes regarding banking and financial services;
- The Arbitrator for Financial Disputes ("ACF") for disputes relating to investment services and activities;

alternatively, the Client can activate a mediation procedure to one of the following organisms:

- The Banking Conciliation Body constituted by the Financial Banking Conciliator - Association for the resolution of banking, financial and corporate disputes.
- to one of the other mediation bodies, specialized in banking and financial matters, registered in the special register kept by the Italian Ministry of Justice www.giustizia.it

The Client who decides to use one of the alternative dispute resolution listed above, retains his possibility of subsequently referring to the Judicial Authority.

ALLFUNDS BANK S.A.U., LUXEMBOURG BRANCH

• *RESPONSE TO A COMPLAINT OR CLAIM BY ALLFUNDS BANK S.A.U., LUXEMBOURG BRANCH:*

The client is informed about the complaint in written form and by a registered letter. A plain and easily comprehensible language should be used for the communication of the reply to the complainant. Any action which is taken or will be taken by the Luxembourg Branch is also explained in detail to the client.

All letters which are sent to clients about the resolution of a complaint should also include the information about the existence of the out-of-court complaint resolution procedure at the CSSF and a copy of CSSF Regulation 16-07 or the reference to the CSSF website.

• *RIGHT TO REQUEST A COMPLAINT WITH CSSF FOR OUT-OF-COURT RESOLUTION*

The client has the right to request for its complaint with CSSF if the reply of the Luxembourg Branch is not found satisfactory or a more detailed information is needed within 1 (one) year.

The CSSF transmit a copy of the Distributor's complaint to Luxembourg Branch to take a stand position within a period up to one month from the date at which the file was sent. The CSSF informs the Distributor of such transmission.

In the case where the CSSF is unable to deal with the request, it provides Luxembourg Branch and client within three weeks after the receipt of the complete request with a detailed explanation of the reasons why it does not accept to deal with the complaint. Within the same period of three weeks, the CSSF informs the parties if it accepts to treat the request.

Once the analysis has been completed by the CSSF, it will send to the involved parties a conclusion letter with the reasons for the position taken within 90 days.

In any case the conclusion reached by the CSSF after the analysis of the complaint may be different from the order of a court applying legal provisions. Therefore, Luxembourg Branch and the client are free to accept or refuse to follow them as the conclusions by the CSSF are not binding. The client may also seek remedies through legal proceedings, in particular Luxembourg Branch and the client fail to reach an agreement after the CSSF issued its reasoned conclusion.

In any case the conclusion reached by the CSSF after the analysis of the complaint may be different from the order of a court applying legal provisions. Therefore, Luxembourg Branch and the client are

free to accept or refuse to follow them as the conclusions by the CSSF are not binding. The client may also seek remedies through legal proceedings, in particular Luxembourg Branch and the client fail to reach an agreement after the CSSF issued its reasoned conclusion.

ALLFUNDS BANK S.A.U., SWEDEN BRANCH

- ***RESPONSE TO A COMPLAINT (APPLICABLE FOR CONSUMERS/RETAIL CLIENTS):***

Complaints should be handled efficiently and attentively. Complaints should be answered as quickly as possible. When an answer cannot be provided within 14 days, the complainant should be informed within such time regarding the handling of the matter.

When a complaint cannot be resolved, the complainant should receive written information regarding the possibility to pursue the matter further within the institution. The complainant should also be informed of the reasons for the rejection of the complaint by the institution.

- ***DEADLINE TO RECEIVE A COMPLAINT FROM THE COMPLAINANT:***

A complainant must complain within a reasonable time from the time he discovered the fault. The right to complain is normally subject for statutory limitation after 10 years.

ANNEX II: APPLICABLE REGULATION FOR CLIENT PROTECTION

EUROPEAN UNION

- Commission Delegated Regulation (EU) 2017/565 of 25 April 2016 supplementing Directive 2014/65/EU of the European Parliament and of the Council as regards organizational requirements and operating conditions for investment firms and defined terms for the purposes of that Directive.

SPAIN

- Ley 44/2002, de 22 de noviembre, de medidas de reforma del sistema financiero, modificada por la Ley 2/2011, de 4 de marzo, de economía sostenible.
- Orden ECO/734/2004 de 11 de marzo, sobre Departamentos y Servicios de atención al cliente y el defensor del cliente de las entidades financieras.
- Orden ECC/2502/2012, de 16 de noviembre, por la que se regula el procedimiento de presentación de reclamaciones ante los servicios de reclamaciones del Banco de España, la Comisión Nacional del Mercado de Valores y la Dirección General de Seguros y Fondos de Pensiones
- Real Decreto Legislativo 4/2015, de 23 de octubre, por el que se aprueba el texto refundido de la Ley del Mercado de Valores
- Real Decreto 217/2008, de 15 de febrero, sobre el régimen jurídico de las empresas de servicios de inversión y de las demás entidades que prestan servicios de inversión y por el que se modifica parcialmente el Reglamento de la Ley 35/2003, de 4 de noviembre, de Instituciones de Inversión Colectiva, aprobado por el Real Decreto 1309/2005, de 4 de noviembre.

ITALY

- Legislative Decree September 1, 1993, n. 385 "Testo Unico Bancario (TUB)", in particular Title VI, which regulates the transparency of contractual conditions and client relations and provides for the establishment of the alternative dispute resolution system for disputes between intermediaries and clients (Art. 128-bis).
- Provisions of the Bank of Italy of July 29, 2009 and subsequent amendments on the transparency of banking and financial operations, services and the fairness of relations between intermediaries and clients.
- The Interministerial Committee for Credit and Savings ("CICR") resolution no. 275 of July 29, 2008 and subsequent amendments that established the criteria for conducting the alternative dispute resolution procedures and entrusted the Bank of Italy with the task of organization and operations.
- Provisions of the Bank of Italy of June 18, 2009 and subsequent amendments, governing the operation of the Banking and Financial Arbitrator ("ABF") and related appeal procedures.
- CONSOB resolution no. 20307 of February 15, 2018 "Regolamento Intermediari" - in particular, article 90 Part II of Book IV that refers to the provisions of article 26 of Regulation (EU) 2017/565 on the processing of complaints.
- Legislative Decree August 6, 2015, n. 130 which applies the Directive 2013/11 / EU on alternative resolution of consumer disputes and modifies regulation (CE) no. 2006/2004 and Directive 2009/22 / CE ("ADR Directive for consumers").

- CONSOB resolution no. 19602 of May 4, 2016 that has established the Arbitrator for Financial Disputes (“ACF”) for disputes related to investment services and activities.
- CONSOB resolution no. 19700 of August 3, 2016 on the adoption of the organizational and operational provisions of the ACF, in accordance with article 19, paragraph 3, of the regulations issued with resolution no. 19602 of May 4, 2016.
- CONSOB resolution no. 21867 of May 26, 2021 that amends the regulation that implements article 2, paragraphs 5-bis and 5-ter, of the Legislative Decree October 8, 2007, n. 179, relating the ACF. The amendments made by this resolution entered into force as of October 1, 2021 and, unless otherwise provided in the transitory and final provisions referred to in article 2 of the same resolution, will be applied to procedures initiated with a proposal for an appeal as of October 1, 2021. The provisions of the regulation adopted with Consob resolution no. 19602 of 4 May 2016 will continue to be applied to proceedings initiated with an appeal that was presented no later than 1 October 2021.
- CONSOB resolution no. 21867 of May 26, 2021 that complements the text of the ACF regulation (Consob Resolution No. 19602, of May 4, 2016). The amendments made by the aforementioned resolution entered into force as of October 1, 2021 and, unless otherwise provided in the transitory and final provisions of art. 2 of the aforementioned resolution no. 21867 of May 26, 2021, will be applied to proceedings initiated with an appeal filed as of October 1, 2021. The provisions of the regulation adopted with Consob resolution no. 19602 of 4 May 2016 will continue to be applied to proceedings initiated with an appeal that was presented no later than 1 October 2021.

UNITED KINGDOM

- UK Statutory Instruments - 2001 No. 2326 - The Ombudsman Scheme: The Financial Services and Markets Act 2000 (Transitional Provisions) (Ombudsman Scheme and Complaints Scheme) Order 2001.
- UK Public General Acts - 2000 c. 8 - Part XVI The Ombudsman Scheme.
- FCA 2019/33: Exiting the European Union: Fees and Dispute Resolution: Complaints (Amendments) Instrument 2019.
- FCA 2020/60: EU Exit (“IP completion day” and Time Related Amendments) Instrument 2020 (October 2020).

SINGAPORE

- Guidelines on Risk Management Practices – Internal Controls July 2014 – Section 2.9: Handling of Complaints.
- Guidelines on Fair Dealing - Board and Senior Management Responsibilities for Delivering Fair Dealing Outcomes to Customers [FAA-G11] 20 Feb 2013 – Section 5: Financial institutions handle customer complaints in an independent, effective, and prompt manner.

FRANCE

- Ordonnance n° 2015-1033 du 20 août 2015 relative au règlement extrajudiciaire des litiges de consommation.
- Décret n° 2015-1382 du 30 octobre 2015 relatif à la médiation des litiges de consommation.
- Code de la consommation, partie législative, livre VI, Règlement des litiges, titre I, la médiation & partie réglementaire, livre VI, Règlement des litiges, titre I, la médiation
- Instruction AMF - Traitement des réclamations – DOC-2012-07.

POLAND

- Ustawa z dnia 16 lutego 2007 r. o ochronie konkurencji i konsumentów
- Ustawa z dnia 29 lipca 2005 r. o ofercie publicznej i warunkach wprowadzania instrumentów finansowych do zorganizowanego systemu obrotu oraz o spółkach publicznych
- Ustawa z dnia 29 lipca 2005 r. o obrocie instrumentami finansowymi
- Ustawa z dnia 29 lipca 2005 r. o nadzorze nad rynkiem kapitałowym
- Ustawa z dnia 29 sierpnia 1997 r. - Prawo bankowe.
- Ustawa z dnia 21 lipca 2006 r. o nadzorze nad rynkiem finansym.
- ROZPORZĄDZENIE MINISTRA FINANSÓW z dnia 30 maja 2018 r.w sprawie trybu i warunków postępowania firm inwestycyjnych, banków, o których mowa w art. 70 ust. 2 ustawy o obrocie instrumentami finansowymi, oraz banków powierniczych
- USTAWA z dnia 5 sierpnia 2015 r. o rozpatrywaniu reklamacji przez podmioty rynku finansowego i o Rzeczniku Finansowym

LUXEMBOURG

- CSSF Regulation No 16-07 relating to out-of-court complaint resolution.
- Circular CSSF 17/671 (as amended by Circular CSSF 18/698) Specifications regarding CSSF Regulation N° 16-07 of 26 October 2016 relating to out-of-court complaint resolution.

SWEDEN

- Finansinspektionens General Guidelines Regarding Complaints Management Concerning Financial Services for Consumers (FFFS 2002:23).
- Swedish Limitations Act (SFS 1981:130).