

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"/>

In, onof 20....

SIGNATURE

ENQUIRER / REPRESENTATIVE

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

The SPANISH NATIONAL SECURITIES MARKET COMMISSION (CNMV) hereby informs you that your personal data collected through this document will be processed. Therefore, as the owner of such data, you must read this **basic information on data protection** (widely developed in our **Privacy and Data Protection Policy** which can be found at: [CNMV - Legal note](#))

Data controller	CNMV (Tax Identification code (CIF)), Calle Edison nº 4, 28006 Madrid. Data Protection Officer: may be contacted using this link: CNMV - Exercise of rights
Purpose	To identify you as the person authorised to make this request, to carry out the actions deemed appropriate related to the request, as well as to send you the relevant communications that may arise as a result of your request.
Legal basis	The CNMV is entitled to process the data as the mission carried out is in the public interest, in the exercise of the public powers conferred on it and in order to comply with applicable legal obligations.
Recipients	The CNMV departments strictly involved in assessing your request. The essential data will only be transferred for the strict purpose of evaluating your request. Your data may be communicated to administrative or judicial authorities, the Public Prosecutor's Office, ESMA and other regulators and supervisors in the event of a legal obligation to this effect. Any international personal data transfers outside the EU shall be duly legitimised.
Data retention period	The data will be kept for the period of time necessary to process this request, to provide for the possible liabilities that may arise from this purpose and the processing of the data, in addition to the periods of retention of documents established in the regulations on files and Spanish documentary heritage.
Rights	As the owner of the data requested in this document, you may exercise your rights of access, rectification, deletion and portability of your data, as well as limitation and objection to their processing. You have the right to file a complaint with the Spanish Data Protection Agency in the event that you consider that your rights over your personal data have been violated. If you consider it appropriate, you may previously contact the CNMV Data Protection Officer. All of this by using the procedure detailed at the following link: CNMV - Exercise of rights.