THE CNMV LAUNCHES A PUBLIC CONSULTATION ON THE DRAFT CIRCULAR TO EXTEND THE COMPLAINTS PROCEDURE TO THOSE FILED AGAINST CRYPTO-ASSET AND CROWDFUNDING SERVICE PROVIDERS

15 October 2026

- The deadline for interested parties to submit comments is 16 November 2026.

The CNMV is today launching the public consultation process for the draft Circular amending the regulations on the procedure for claims and complaints filed in relation to companies that provide investment services and for answering queries in the securities market.

The proposed changes seek to:

- Extend this complaints procedure to those filed against crypto-asset and crowdfunding service providers;
- Make the complaints and queries forms more flexible to modifications by removing them from the Circular;
- Reflect the organisational change resulting from the creation of the Investor Protection, Fraud Prevention and Financial Education Department within the CNMV;
- Include non-sexist language in administrative documents; and
- Correct outdated regulatory references.

The content of the new draft Circular can be viewed at this link.

Comments may be submitted in writing by 16 November 2026 to the following CNMV email address: ServiciodereclamacionesCNMV@cnmv.es.

All comments received will be published once the public consultation period has ended. If anyone does not wish their comments, either in full or in part, to be made public, they should expressly state so in their own reply and properly identify, where appropriate, which part they do not wish to be made public. To this end, generic confidentiality warnings included in emails will not be considered as an express statement that the comments submitted are not intended to be made available to the public.

For further information:
CNMV Communications Department
Tel.: 91 5851530 - comunicacion@cnmv.es

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