

Ref: CESR/07~317b

Protocol on MiFID Passport Notifications

May 2007 (updated in October 2007)



Table of Contents

Executive Summary	3
Part I – General Considerations.	4
Part II ~ Services and Activities of Investment Firms: Notifications	6
Annex 1 – Standard Notification Form for Cross Border Services	11
Annex 2 - Standard Notification Form for Branch Establishment	13
Annex 3 - List of Competent Authorities for Notification of Cross-border Services and	Branch
Establishment	17
Annex 4 – List of Website Address of Public Registers for Investment Firms in the Various M	Member
States	24
Annex 5 - List of Competent Bodies for Receipt of Complaints and Out-of-court Settlem	ients of
Complaints	
Annex 6 - List of Accredited Compensation Schemes	
Annex 7 – Joinder Agreement	



INTRODUCTION

Executive Summary

This Protocol provides a framework for the co-operation of competent authorities with regard to the implementation of the passport notification provisions of the Markets in Financial Instruments Directive 2004/39/EC of the European Parliament and of the Council of 21 April 2004 (hereafter referred to as the "Directive").

CESR Members recognising the need to cooperate and exchange information to ensure an efficient passport notification process for investment firms and market operators operating an MTF in the European Economic Area in implementing the Directive have resolved to agree to this Protocol.

This Protocol supplements the provisions of the CESR Multilateral Memorandum of Understanding (CESR MoU) that was signed in January 1999 which provides the general basis for mutual cooperation of CESR Members and further applies when and as long this Protocol does not content specific rules for the operation of MiFID.

This Protocol applies to any Competent Authority as defined below:

Competent Authority for the purposes of the Protocol means any CESR Member that is also a Competent Authority under MiFID (Competent CESR Authority) and that has signed the CESR MoU.

Competent Authorities have agreed the annexes to this Protocol which are comprised of the following:

- (i) standard notification form for cross border services (Annex 1);
- (ii) standard notification form for branch establishment (Annex 2);
- (iii) the list of Competent Authorities for making and receiving notifications (Annex 3);
- (iv) list of website address of public registers for investment firms (Annex 4);
- (v) the list of competent bodies for receipt of complaints and out-of court settlements of complaints and membership of FIN-NET (Annex 5); and
- (vi) the list of accredited investor compensation schemes (Annex 6).

A specific procedure is agreed to enable:

- i) other competent authorities that have been appointed as competent authorities under MiFID and that are not CESR members and
- ii) other competent authorities who will become CESR members due to accession to the European Union,

to join this Protocol to exchange information only for the purposes of cooperation and supervision under MiFID by signing a Joinder Agreement, which is set out at Annex 7.

Annexes 3 to 6 inclusive will be up-dated by the CESR Secretariat to reflect any changes to the relevant lists and will be communicated to all Competent Authorities. Competent Authorities agree to inform the CESR Secretariat of any changes to the details in these Annexes in a timely manner.



PART I – General Considerations

1.1. General aims

Directive 2004/39/EC of the European Parliament and of the Council of 21 April 2004 on Markets in Financial Instruments (hereinafter the "Directive") sets out the principles of single authorisation. This provides that an investment firm may provide the services or perform the activities, for which it has been authorised, throughout the Community, either through the establishment of a branch or the free provision of services.

The Competent Authorities of the Member States consider that the adoption of the Directive makes necessary a deepening of their cooperation. In determining these rules of behaviour, the Competent Authorities intend to uphold practical cooperation between national administrative services for the purpose of facilitating the passport notification process for investment firms and for market operators (operating an MTF) within the European Economic Area and of examining any difficulties which may arise in the application of the Directive.

1.2. Co-operation between Competent Authorities

The Competent Authorities, ascertaining that the supervision of investment firms has an ongoing character and that its efficiency shall be based upon the knowledge of the situation of the investment firm and of the possibility of joint action, intend to cooperate in all cases necessary for the proper application of the EU passporting rules and to mutually facilitate the carrying out of their tasks and the good functioning of the Single Market. They agree that the cooperation between Competent Authorities as a result of the provisions of the Directive should lead to genuine dialogue between themselves with a view to promoting a system of supervision within the EU which is as satisfactory as possible.

In this regard, each Competent Authority should designate an individual who shall be responsible for the co-ordination of passport notifications, and whose contact details shall be made available to the other authorities.

1.3. Harmonisation of documents used

The Competent Authorities acknowledge that the analysis of the situation of investment firms in their respective countries calls for a variety of methods and practices. The exchange of best practices would be improved by means of a common terminology and harmonisation of passport notification documents within the scope allowed by national legislation.

1.4. Mutual assistance and confidentiality

Competent Authorities shall provide each other with the fullest mutual assistance in any matters falling within the scope of this Protocol. When receiving confidential information under this Protocol, they will maintain its confidentiality according to sec. 6(3) of the CESR MoU.



1.5. Possible addition to rules on cooperation

The Competent Authorities acknowledge that the rules for cooperation set out in this document may show themselves to be inadequate when faced with actual cases. They agree that as a result the rules will be adapted on a bilateral basis as the need arises for a specific case and that such bilateral arrangements will be drawn up in conformity with the principles of Community law. In the first instance, Competent Authorities should refer to the Protocol to the CESR MoU for further guidance on agreeing a framework for the supervision of branches under MiFID.

Competent Authorities also agree that their cooperation may extend to areas not expressly provided for by the Directive, taking account, as far as possible, of the principles of the Directive.

This Protocol supplements the provisions of the CESR MoU, which provides the general basis for mutual cooperation of CESR Members and further applies when and as long this Protocol does not contain specific rules for the operation of MiFID.



PART II – Services and Activities of Investment Firms: Notifications

2.1. Exercise of activities by way of freedom to provide investment services and activities

2.1.1 Contents of the notification made by the Competent Authority of the home Member State to the Competent Authority of the host Member State

Article 31 of the Directive requires notification by the Competent Authority of the home Member State to include a 'programme of operations' for the free provision of cross border services. It is agreed that the notification of this programme of operations should be limited to:

- the name and head office address of the investment firm or of the market operator of an MTF;
- the investment services and/or activities as well as ancillary services which will be provided into the host Member State; and
- whether the firm intends to use tied agents in the territories of the Member States in which services will be provided, including (if applicable and where the information is available at the time of notification¹) the identity of the tied agent(s) the firm intends to use for the provision of the services in the territory of the host Member State.

All information must be written in a language which is common in the sphere of international finance and accepted by the Competent Authority.

2.1.2 Transmission of the notification

This information should be communicated to the competent authority of the host Member State as listed in Annex 3 using the standard notification form template set out at Annex 1.

This may be by post or email, depending on whether the Competent Authorities of the home and host Member State agree to exchange such notifications electronically. Annex 3 contains a list of agreed contact points for competent authorities under MiFID, and an indication of whether they have agreed to accept electronic notifications whether, for example, by PDF attachment, or 'electronic signature' etc.

This information must be communicated by the Competent Authority of the home Member State as soon as is practicable, but no later than one month from its receipt.

Upon communication of this information by the Competent Authority of the home Member State, the investment firm may then provide the investment service(s) and activities concerned in the host Member State. At the same time, the Competent Authority of the home Member State will confirm to the investment firm that such a communication has been made.

The Competent Authority of the host Member state should acknowledge receipt of the notification to the Competent Authority of the home Member State in a timely manner.

¹ Article 31(2) paragraph 2 provides that, in cases where the investment firm intends to use tied agents, the Competent Authority of the home Member State of the investment firm shall, at the request of the Competent Authority of the host Member State, communicate the identity of the tied agents that the investment firm intends to use in that Member State. CESR members consider that the provision of this information, where it is available, alongside the initial notification should help eliminate duplicate requests for information.



The Competent Authority may then add details of the service(s) and activities to be carried on in the host Member State(s) – the 'passport' – on the public registers where applicable, in a timely manner.

2.1.3 Contents of the notification made by the Competent Authority of the home Member State to the Competent Authority of the host Member State in respect of an MTF

Investment firms and market operators operating an MTF should follow the notification procedures provided for in paragraph 2.1.1.

This information must be communicated by the Competent Authority of the home Member State as soon as is practicable, but no later than one month from its receipt. The standard notification form set out in Annex 1 can be adapted when the MTF is operated by a market operator.

2.2 Opening a branch by way of freedom of establishment

2.2.1 Contents of the application made by the firm to Competent Authority of the home Member State

Any investment firm wishing to establish a branch in another Member State must communicate certain information to the Competent Authority of its home Member State. (Art 32(2) of the Directive), which includes a 'programme of operations' setting out, amongst other things, the investment services and/or activities as well as ancillary services to be offered and the organisational structure of the branch and indicating whether the firm intends to use tied agents.

The information provided in this instance will generally be more detailed than the brief summary information supplied where cross border services are being provided, as the host Member State will assume certain supervisory responsibilities in accordance with the competencies identified within article 32(7) of the Directive (see the box below). With this in mind, Competent Authorities consider that, while it is possible to identify information that should be included in the notification sent to the Competent Authority of the host Member State, the focus and level of detail supporting a specific notification will vary depending on the business model of the firm concerned.

Areas of competence for which article 32(7) assigns responsibility to the Competent Authority of the Host Member State are as follows:

- Conduct of Business obligations (article 19(1))
- Information provided to clients or potential clients (article 19(2) & (3))
- Client profile information (article 19(4) to 19(6))
- Client records (article 19(7))
- Reporting on services provided to clients (article 19(8))
- Best execution and order handling (article 21 & 22 and L2 article 45)
- Obligation to uphold market integrity and transaction reporting (article 25)
- Pre and post trade transparency (articles 27 and 28)
- Right to examine arrangements and to request changes to the above mentioned obligations (article 32(7)).

In addition, article 13(9) gives the Competent Authority of the host Member State responsibility for "enforcing record keeping obligations with regard to transactions undertaken by the branch".



The Competent Authorities agree that, where a branch is being established, the details requested by the Competent Authority of the home Member State from the firm in support of their passport application should usually include the following:

- Name and branch address of the investment firm and the address in the host Member State from which documents may be obtained if it is different;
- Details of the accredited compensation scheme of which the investment firm is a member²
- the investment services and/or activities as well as the ancillary services to be provided;
- the names of those responsible for the management of the branch ('names' can be interpreted by the Competent Authority of the home Member State as being singular or plural, as proportionate to the size of the business being proposed); and
- a 'programme of operations' including the following information:

Corporate strategy

o A high level strategy, explaining how the branch will contribute to the firm's/group's strategy and what the main functions of the branch will be.

Commercial strategy

• A description of the type of customers or counterparties the branch will be dealing with and how the firm will obtain and deal with those clients.

Organisational structure

- A high-level summary of the organisational structure of the branch, showing both functional and legal reporting lines (if a matrix management structure is in operation), how the branch fits into the corporate structure of the firm/group and how the branch reports to the head office.
- Details of individuals performing key functions with the branch, including the individuals responsible for day-to-day branch operations, compliance and dealing with complaints.
- o Details of any outsourcing arrangements critical to the operations of the branch.

Tied Agents

O Confirmation of whether the branch intends to use tied agents including (if applicable and where the information is available at the time of notification³) the identity of the tied agent(s) the firm intends to use in the territory of the host Member State.

Systems and Controls

Summary details of the systems and controls that will be put in place, including:

- o arrangements that will be put in place to safeguard client money and customer assets;
- o arrangements for the compliance with the obligations identified in the box above under this section (2.2.1).
- o an internal Code of Conduct, which should include controls over personal account dealing;
- o anti money laundering arrangements; and

¹ The template notification form is attached at Annex 2.

² A list of accredited compensation schemes in each Member State is attached (Annex 6)

³ Article 31(2) paragraph 2 provides that in cases where the investment firm intends to use tied agents, the Competent Authority of the home Member State of the investment firm shall, at the request of the Competent Authority of the host Member State, communicate the identity of the tied agents that the investment firm intends to use in that Member State. CESR members consider that the provision of this information, where it is available, alongside the initial notification should help eliminate duplicate information requests.



o controls over outsourcing and other arrangements with third parties in connection with the regulated activities carried on in the branch.

Auditor details

 Details of the audit arrangements of the branch (including where applicable details of the external auditor).

Financial forecast

o Forecast statements for profit and loss and cash flow, both over a twelve month period.

2.2.2 Contents of the notification made by the Competent Authority of the home Member State to the Competent Authority of the host Member State

The high-level information identified in the first four bullet points above (the name and address of the branch, details of the accredit compensation scheme, activities and services to be provided and names of those responsible for management of the branch) can be communicated to the Competent Authority of the host Member State using the standard notification form contained in Annex 2. The information contained within the programme of operations will generally be more detailed and is not easily captured in a standard format.

With this in mind, the programme of operations template in annex 2 has been developed to facilitate consistent, efficient and accurate communication of the information contained within a programme of operations between home and host Member State. It is recommended that the Competent Authority of the home Member State requires firms making a passport notification to submit the programme of operations template in the language of the home Member State, along with a translated copy in the language of the host Member State (or another language that is mutually acceptable to the Competent Authorities of the home and host Member State concerned) for onward transmission to the Competent Authority of the host Member State.

This may be by post or email, depending on whether the Competent Authorities of the home and host Member State agree to exchange such notifications electronically. Annex 3 contains a list of agreed contact points for competent authorities under MiFID, and an indication of whether they have agreed to accept electronic notifications whether, for example, by PDF attachment, or 'electronic signature' etc.

Where the Competent Authority of the home Member State has no reason to doubt the adequacy of the administrative structure or the financial situation of an investment firm, taking into account the new activities envisaged, the notification must be transmitted to the Competent Authority of the host Member State within three months of its receipt.

At the same time, the Competent Authority of the home Member State may send to the Competent Authority of the host Member State, a request for cooperation under the Protocol on Supervision of branches under MiFID, detailing the proposed approach to cooperative supervision between the competent authorities of the branch.

The Competent Authority of the home Member State will then write to the investment firm confirming that such a communication has been made, and confirming the date such communication was made.

The Competent Authority of the host Member State should acknowledge receipt of the notification to the Competent Authority of the home Member State in a timely manner. With regards the request for cooperation under the Protocol to the CESR MoU, the Competent Authority of the host Member State should make the necessary arrangements to fulfil its duty of cooperation as soon as is practicable, but no later than two months from its receipt.



If the Competent Authority of the host Member State does not agree to the request, it will explain its reasons to the Competent Authority of the home Member State, and both parties will endeavour to reach a mutually acceptable solution.

If a mutually acceptable solution cannot be agreed, the CESR mediation procedure will be available.

2.3 Notification of changes to the information provided in the initial notification

Articles 31(4) and 32(9) of the Directive require investment firms to notify any change in respect of the provision of cross border services (contained in Annex 1), or establishment of a branch (contained in Annex 2) to the Competent Authority of the home Member State at least one month before implementing the change. The Competent Authority of the home Member State must then notify the Competent Authority of the host Member State of the changes. Notification of such changes should be made as soon as is practicable and no later than one month from the date of receipt by the Competent Authority of the home Member State.

Additionally, if a notification of a branch establishment has previously been made using a request for cooperation under the Protocol to the CESR MoU, the Competent Authority of the home Member State should consider whether the proposed branch changes require revision of the approach to cooperative supervision.

This may be by post or email, depending on whether the Competent Authorities of the home and host Member State agree to exchange such notifications electronically. Annex 3 contains a list of agreed contact points for competent authorities under MiFID, and an indication of whether they have agreed to accept electronic notifications whether, for example, by PDF attachment, or 'electronic signature' etc



ANNEX 1 ~ STANDARD NOTIFICATION FORM FOR CROSS BORDER SERVICES

Direct line: Local fax: Email:
[Date]
Our Ref:
Dear,
Notification in accordance with Article 31 of the Markets in Financial Instruments Directive (2004/39/EC)
In accordance with Article 31.3 of the Markets in Financial Instruments Directive (2004/39/EC), I wish to notify you that [Name of firm] , an investment firm authorised by [Competent Authority of the home Member State], intends to carry out the investment services and activities listed in the attached schedule for the first time under the freedom to provide services.
[In carrying out the services and activities the firm intends to use tied agents] ¹ . [Enclosed is a separate list with the identity of the tied agents the firm intends to use] ² .
If you have any queries, please do not hesitate to contact me.
Yours sincerely,
[Signatory details]
1 if applicable2 if this information is available



SCHEDULE TO NOTIFICATION DATED [Date of letter] PURSUANT TO ARTICLE 31 OF THE MARKETS IN FINANCIAL INSTRUMENTS DIRECTIVE

Type of notification: [e.g. first time / additional services / address change]

Notification reference: [Home Member State ref]

Member State in which firm

intends to operate:

[Host Member State]

Investment firm: [Name of firm]

Address: [address]

Telephone Number: [tel. no]

Email: [email]

Contact: [name]

Home State: [Home Member State]

Authorisation Status: Authorised by [Home Member State Competent

Authority]

Authorisation Date: [TBA]

Date from which MiFID services

will be provided: With immediate effect

MiFID activities/services to be provided:

		Investment services and activities								Ancillary services								
		1	2	3	4	5	6	7	8	1	2	3	4	5	6	7		
	1																	
इ	2																	
en	3																	
Instruments	4																	
) tr	5																	
In	6																	
ial	7																	
nc	8																	
Financial	9																	
江	10																	



ANNEX 2 ~ STANDARD NOTIFICATION FORM FOR BRANCH ESTABLISHMENT

Direct 1	line:
Local fa	ax:
Email:	

[Date]

Our Ref:

Dear

Notification in accordance with Article 32 of the Markets in Financial Instruments Directive (2004/39/EC)

In accordance with Article 32.3 of the Markets in Financial Instruments Directive, I am writing to notify you that **[Name of firm]**, an investment firm authorised by the [Competent Authority of the home Member State], intends to [establish a branch] [use a tied agent assimilated to a branch and located] in [host Member State] to carry out the investment services and activities listed in the attached schedule.

The branch manager(s) will be [Name(s)] whose CV(s) is(are) attached and there will be a total of [X] employees at the branch. A staff organisational chart is attached together with a summary programme of operations. The branch address is:

XXXXX XXXXX Tel: Fax: Email:

[Name of firm] is a participant in the [home Member State accredited compensation scheme], which provides cover for eligible investors as required by the [home Member State legislation] in respect of investment services and activities carried on by the firm from an establishment in [home Member State] and through its branch offices in the European Economic Area.

If you have any queries, please do not hesitate to contact me.

Yours sincerely,

[Signatory details]

1 if applicable



SCHEDULE TO NOTIFICATION DATED [Date of letter] PURSUANT TO ARTICLE 32 OF THE MARKETS IN FINANCIAL INSTRUMENTS DIRECTIVE

Type of notification: [e.g. first time / additional services / address change]

Notification reference: [Home Member State ref]

Member State in which branch

is to be established:

[Host Member State]

Investment firm: [Name of firm]

Address: [home address]

Telephone Number: [tel. no]

Contact: [name]

Home State: [Home Member State]

Authorisation Status: Authorised by [Home Member State Competent

Authority]

Authorisation Date: [TBA]

Date from which MiFID branch

will be established: upon host Member State registration

MiFID activities/services to be provided:

		Investment services and activities								Ancillary services							
		1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	
	1																
द्ध	2																
Instruments	3																
L L	4																
Str	5																
li.	6																
ial	7																
nc	8																
Financial	9																
五	10																



PROGRAMME OF OPERATIONS

(This summary should be completed in E	nglish or another mutually acceptable language.)
Requirement	Response
1. Corporate strategy	
a) How will the branch contribute to the strategy of the firm/group?	
b) What will the main functions of the branch be?	
2. Commercial Strategy	
a) Describe the types of customers/counterparties the branch will be dealing with	
b) Describe how the firm will obtain and deal with these clients	
3. Organisational structure	
a) Briefly describe how the branch fits into the corporate structure of the firm/group? (This may be facilitated by attaching an organisational chart)	,
b) Set out the organisational structure of the branch, showing both functional and legal reporting lines	
c) Which individual will be responsible for the branch operations on a day to day basis?	
d) Which individual will be responsible for compliance at the branch?	
e) Which individual will be responsible for dealing with complaints in relation to the branch?	
f) How will the branch report to the head office?	
g) Detail any critical outsourcing arrangements	
4. Tied Agents	
a) Will the branch use tied agents?	



b) If the information is available, what	
is the identity of the tied agents?	
5. Systems & Controls	
o. systems as constrain	
Provide a brief summary of	
arrangements for:	
a) safeguarding client money and	
assets	
b) compliance with the conduct of	
business and other obligations that	
fall under the responsibility of the	
Competent Authority of the host Member State according to Art	
32(7) and record keeping under Art	
13(9)	
c) code of Conduct, including personal	
account dealing	
d) anti~money laundering	
e) monitoring and control of critical	
outsourcing arrangements (if	
applicable)	
6. Auditor details	
a) Details of the sortification of	
a) Details of the audit arrangements of the branch (including where	
applicable details of the external	
auditor)	
7. Financial forecast	
a) Attach a forecast statement for profit	
and loss and cash flow, both over a	
twelve month period	



ANNEX 3 – LIST OF COMPETENT AUTHORITIES FOR NOTIFICATION OF CROSS-BORDER SERVICES AND BRANCH ESTABLISHMENT

Member State	Competent Authority	e-mail notification accepted
Austria	Financial Market Authority (Securities Supervision Department) Praterstrasse 23 A-1020 Vienna AUSTRIA Tel: +43 1249 590 Fax: +43 1249 594499 Email: notifications.securities@fma.gv.at	Yes
Belgium	Commission Bancaire Financiere et des Assurances (Prudential Supervision Department) 12 rue de Congrès 1000 Brussels BELGIUM Tel: +32 2535 2211 Fax: Email:	Yes
Bulgaria	Financial Supervision Commission 33 Shar Planina Street 1303 Sofia BULGARIA Tel: +359 2 9404 999 Fax: +359 2 829 43 24 E-mail: notifications@fsc.bg	
Cyprus	Cyprus Securities and Exchange Commission (Investment Firms Department) 32 Stasikratous (4th Floor) PO Box 24996 CY – 1306 Nicosia CYPRUS Tel: +357 2287 5475 Fax: +357 2275 4671 Email: investmentfirms@cysec.gov.cy	Yes, but should the need arise in court procedures we may ask other authorities to send us by post the original



		documents.
Czech Republic	Czech National Bank Na P□ikop□ 28 11503 Prague 1 CZECH REPUBLIC Tel: +420 22441 2008 Fax: +420 22441 2866 Email: passport.mifid@cnb.cz	Yes
Denmark	Finanstilsynet GI. Kongevej 74A 1850 Frederiksberg C DENMARK Tel: +45 3355 8282 Fax: +45 3355 8200 Email:	Yes
Estonia	Estonian Financial Supervision Authority Sakala 4 15030 Tallinn ESTONIA Tel: +372 668 8500 Fax: +372 668 0501 Email: notification@fi.ee	
Finland	Rahoitustarkastus Market Supervision Snellmaninkatu 6, PO Box 159 00101 Helsinki FINLAND Tel: +358 108 3151 Fax: +358 108 315238 Email: fin-fsa.notifications@bof.fi	Yes
France	Autorité des Marchés Financiers 17, place de la Bourse 75082 PARIS CEDEX 02 FRANCE Tel : (+33 1) 53 45 60 00	Yes



	Fax: (+33 1) 53 45 61 00	
	Email:	
Germany	Bundesanstalt für Finanzdienstleistungsaufsicht (BaFin) Lurgialle 12 60439 Frankfurt am Main GERMANY Tel: +49 228 41080 Fax: +49 228 4108 123	Yes
	Email: passport.mifid@bafin.de	
Greece	Hellenic Capital Market Commission (Department of International and Public Relations) 1 Kolokotroni & Stadiou Street 10562 Athens GREECE	Yes
	Tel: +30 210 3377215 Fax: +30 210337 7210	
	Email:passport-notifications@cmc.gov.gr	
Hungary	Hungarian Financial Supervisory Authority (Banking and Capital Market Licensing Department) Krisztina krt. 39 H-1013 Budapest HUNGARY Tel: +36 1489 9100 Fax: +36 1489 9102 Email:gordos.balazs@pszaf.hu stefanov.kinga@pszaf.hu	Yes
Iceland	Fjarmalaeftirlitid Suourlandsbraut 32 108 Reykjavik ICELAND Tel: +354 525 2700 Fax: +354 525 2727 Email:	
Ireland	Irish Financial Services Regulatory Authority (Investment Service Providers Supervision) PO Box 9138 College Green Dublin 2	Yes



	IRELAND	
	Tel: +00 3531 410 4000 Fax: +00 3531 679 0362	
	Email:	
Italy	Commissione Nazionale per le Società e la Borsa (International Relations Office) Via G.B. Martini 3 00198 Rome ITALY Tel: +39 06 8477277 Fax: +39 06 8477763 Email: n.giusto@consob.it	Yes
Latvia	Finance and Capital Markets Commission 1 Kungu Street Riga LV 1050 LATVIA Tel: 371 6777 4800 Fax: +371 6722 5755 Email: single.passport@fktk.lv	Yes
Liechtenstein	Financial Market Authority (FMA) Heiligkreuz 8, PO Box 684 LI-9490 LIECHTENSTEIN Tel: +423 236 6221 Fax: +423 236 6224 Email:	
Lithuania	Lithuanian Securities Commission Ukmerges 41 2662 Vilnius LITHUANIA Tel: +370 272 5091 Fax: +370 272 5089 Email:	
Luxembourg	Commission de Surveillance du Secteur Financier 110 route d'Arlon	Yes



	L-2991 Luxembourg LUXEMBOURG Tel: +352 26 251 Fax: +352 26 251601 Email: direction@cssf.lu	
Malta	Malta Financial Services Authority Securities Unit Attard BKR 14 MALTA	Yes
	Tel: +356 2144 1155 Fax: +356 2144 9308	
	Email: su@mfsa.com.mt	
Netherlands	Netherlands Authority for the Financial Markets (<i>Licensing Division</i>) Vijzelgracht 50, PO Box 11723 1001 GS Amsterdam NETHERLANDS	Yes
	Tel: +31 20 797 3719 Fax: +31 20 797 3824	
	Email: toetreding@afm.nl	
Norway	Kredittilsynet (Securities Institutions Section) PO Box 100 Bryn N-0611 Oslo NORWAY	Yes
	Tel: +47 2293 9800 Fax: +47 2293 9995	
	Email: post@kredittilsynet.no	
Poland	Polish Financial Supervision Authority Pl. Powstancow Warszawy 1 00-950 Warsaw POLAND	Yes
	Tel: +48 22 33 26 600 Fax: +48 22 33 26 793	
	Email:knf@knf.gov.pl or dfl@knf.gov.pl	
Portugal	Comisao do Mercado de Valores Mobiliarios Avenida da Liberdade 252	Yes



Romania	1056-801 Lisbon PORTUGAL Tel: +351 21 317 7000 Fax: +351 21 353 7077 Email: passport.notification@cmvm.pt National Securities Commission 2 Foisorului Street Bucharest (Sector 3) ROMANIA Tel: +40213266713 Fax: +40213266848 Email: pasaport.notificari@cnvmr.ro	Yes
Slovak Republic	The National bank of Slovakia Imricha Karvaša 1 813 25 Bratislava SLOVAK REPUBLIC Tel: +421 2 5787 2865 Fax: +421 2 5787 1176 Email: notifikacie@nbs.sk, Roman_Turok-Hetes@nbs.sk	No
Slovenia	Securities Market Agency Poljanski nasip 6 1000 Ljubljana SLOVENIA Tel: +386 1280 0400 Fax: +386 1280 0430 Email:	No
Spain	Comision Nacional del Mercado de Valores (CNMV) (Authorisation Department) Paseo de la Castellana 19 28046 Madrid SPAIN Tel: +34 91 585 1500 Fax: +34 91 319 3373 Email: dare@cnmv.es	Yes
Sweden	Finansinspektionen	



	(Licences and Legal Affairs Department) PO Box 6750 SE-113 85 Stockholm SWEDEN Tel: +468 787 8000 Fax: +468 24 1335 Email:	
United Kingdom	The Financial Services Authority (FSA) (Passport Notification Unit) 25 The North Colonnade Canary Wharf London E14 5HS UNITED KINGDOM Tel: +44 (0) 20 7066 1000 Fax: +44 (0) 20 7066 9798 email: passport.notifications@fsa.gov.uk	Yes



ANNEX 4 – LIST OF WEBSITE ADDRESS OF PUBLIC REGISTERS FOR INVESTMENT FIRMS IN THE VARIOUS MEMBER STATES

Member State	Website Address
Austria	www.fma.gv.at
Belgium	www.cbfa.be
Bulgaria	www.fsc.bg
Cyprus	www.cysec.gov.cy
Czech Republic	www.cnb.cz
Denmark	www.ftnet.dk
Estonia	www.fi.ee
Finland	www.fin~fsa.fi
France	www.amf-france.org www.banque-france.fr
Germany	http://www.bafin.de/cgi- bin/bafin.pl?verz=0701000000&sprache=1&filter=&ntick=0
Greece	www.hcmc.gr
Hungary	www.pszaf.hu
Iceland	www.fme.is
Ireland	www.financialregulator.ie
Italy	www.consob.it



Latvia	www.fktk.lv
Liechtenstein	www.afdl.li
Lithuania	www.lsc.lt
Luxembourg	www.cssf.lu
Malta	www.mfsa.com.mt
Netherlands	www.afm.nl
Norway	www.kredittilsynet.no
Poland	www.knf.gov.pl
Portugal	www.cmvm.pt
Romania	www.cnvmr.ro
Slovak Republic	www.nbs.sk.
Slovenia	www.a-tvp.si
Spain	www.cnmv.es
Sweden	www.fi.se
United Kingdom	www.fsa.gov.uk/register



ANNEX 5 – LIST OF COMPETENT BODIES FOR RECEIPT OF COMPLAINTS AND OUT-OF-COURT SETTLEMENTS OF COMPLAINTS

Member State	Competent Body	Receipt of complaints	Out-of-court settlements	Membe r of Fin-Net
Austria				
Belgium	Jacques ZEEGERS Ombudsman de Meeûs Square 35 1000 Brussels Tel.: +32 2 545 77 70 Fax: +32 2 545 77 79 E-mail: Ombudsman@OmbFin.be			
Bulgaria	Ombudsman of the Republic of Bulgaria Address: 155 Georgi S. Rakovski Street, 1000 Sofia, Bulgaria Phone: (+ 359 2) 980 95 10; (+ 359 2) 810 69 55 Fax: (+ 359 2) 810 69 63 E-mail: ombudsman-bg@europe.com			
Cyprus	A draft Act is in the process of being approved by the House of Representatives in the near future.			
Czech Republic	•			
Denmark				
Estonia				
Finland	Arvopaperilautakunta Malminkatu 34 FI-00100 Helsinki Tel: +358 9 40 56 1230 Email: arvopaperiltk@rahoitusalankl.fi www.arvopaperilautakunta.fi	Yes	Yes	
France	Madame Madeleine Guidoni Autorité des marchés financiers 17 place de la Bourse 75082 PARIS CEDEX 02, Courriel: mediation@amf-france.org Tél.: 01 53 45 64 64			
Germany	- in English: http://www.bafin.de/beschwerden/beschwerde n ol en.htm - in German: http://www.bafin.de/beschwerden/beschwerde n_ol.htm			



Greece	Mr. Antonios Foskolos Banking and Investment Services' Ombudsman 12 – 14 Karageorgi Servias 105 62 Athens GREECE Tel: +30 210 3376000 e mail: contact@bank-invest-omb.gr	Yes	Yes	
Hungary	Hungarian Financial Supervisory Authority Customer Services Unit 1013 Budapest Krisztina krt. 39. Tel: (36-1) 4899-100, Fax: (36-1) 4899-102 e-mail: pszaf@pszaf.hu	Yes	No	
Iceland				
Ireland	Financial Services Ombudsman 31 Upper Merrion Street Dublin 2 IRELAND Tel: +353 (0)1 66 20 899 Email: enquiries@financialombudsman.ie www.financialombudsman.ie	Yes	Yes	
Italy	Ombusman Bancario Via I Novembre 114 00186 Roma ITALY Tel: +39 06 6767236 Fax: +39 06 6767400 e-mail: om@abi.it	Yes	Yes	
Latvia				
Liechtenstein				
Lithuania				
Luxembourg	Commission de Surveillance du Secteur Financier 110 route d'Arlon L-2991 Luxembourg LUXEMBOURG Tel: +352 26 251 Fax: +352 26 251601 Email: s6@cssf.lu	Yes	Yes	
Malta	Consumer Complaints Unit c/o Malta Financial Services Authority Notabile Road Attard BKR14 Malta	Yes	Yes	



			T	
	CONSUMER HELPLINE: 80074924 Phone: Freephone 800 74924 MFSA (general) +356 2144 1155 Fax +356 2144 1189 e-mail: consumerinfo@mfsa.com.mt			
Netherlands	Klachteninstituut Financiële Dienstverlening (Kifid)	Yes	Yes	
	PO Box 93257 2509 AG The Hague The Netherlands			
	Tel: + 31 900 3552248			
	Email: info@kifid.nl			
	www.kifid.nl			
Norway	Ethics Council The Norwegian Securities Dealers Association PO Box 292 Sentrum, 0103 Oslo, Norway Tel: +47 22 00 74 10 Email: nfmf@nfmf.no			
	The Norwegian Banking Complaints Board PO Box 6855 St.Olavs plass 0130 OSLO, Norway Tel: +47 22 20 30 14 www.bankklagenemnda.no			
	Committee on Ethics The Norwegian Society of Financial Analysts PO Box 1276 Vika, N-0111 Oslo, Norway Tel: +47 2212 9210 Email: nff@finansanalytiker.no			
Poland	Polish Financial Supervision Authority Customer Protection Department Bukowinska Street 22b 02-703 Warsaw POLAND			
	Tel: +48 22 38 82 872 Fax: +48 22 38 82 871			
	Email: dok@knf.gov.pl			
Portugal	GAIM – Gabinete de Apoio ao Investidor e Mediação – Investor Assistance and Mediation Office phone 800 205 339 (9:30h to 17:00h) e-mail <u>cmvm@cmvm.pt</u>			



	T	_	1	1
	Internet <u>formulário</u> .			
	Address: Av. Liberdade n.º252,			
	1056~801 Lisboa			
	Portugal			
	Fax: (21) 353 70 77			
	or			
	Rua Dr. Alfredo Magalhães, n.º 8, 5.º, 4000-061			
	Porto			
	Portugal			
	Fax: (22) 208 43 01			
	143. (22) 200 43 01			
Romania	Bucharest Stock Exchange Arbitration Court			
	(only for transactions on Bucharest Stock			
	Exchange)			
Slovak Republic	The National bank of Slovakia	Yes	No	
biovak kepublic	Imricha Karvaša 1	103	110	
	813 25 Bratislava			
	SLOVAK REPUBLIC			
	SLOVAK KLI ODLIC			
	Tel: +421 2 5787 2860			
	Email: Peter_Balaz@nbs.sk			
	Littan, reter_baraz@nbs.sk			
Slovenia				
Spain	CNMV			
	www.cnmv.es			
	WWW.CHILLY.CO			
	L. Control Assistance Officers			
	Investor Assistance Office:			
	E-mail: inversores@cnmv.es			
	Madrid office:			
	Torre Serrano			
	Serrano 47			
	28001 MADRID			
	Tel: +34 902 149 200			
	Fax: +34 91 585 17 01			
	D 1 00'			
	Barcelona office:			
	Passeig de Gràcia, 19-4ª planta			
	08007 BARCELONA			
	Tel: +34 902 149 200			
	Fax: +34 93 304 73 10 Receipt of complaints			
Sweden	Receipt of complaints			
SWCUEII	The Consumer Ombudsman			
	Lagergrens Gata 8			
	Box 48, 651 02 Karlstad, Sweden			
	+46 (0) 54 ~ 19 41 50			
	+46 (0) 54 ~ 19 41 95			
	konsumentverket@konsumentverket.se			



	Out-of Court Settlements The National Board for Consumer Complaints Visiting adress: Teknologgatan 8 C, Postal adress: Box 174, 101 23 Stockholm Telephone: +46(0)8 ~ 555 017 00 Fax: +46(0)8 ~ 555 017 01			
United Kingdom	Financial Ombudsman Service South Quay Plaza 183 Marsh Wall London E14 9SR UNITED KINGDOM Tel: +44 (0)20 7964 1000 Email: complaint.info@financial- ombudsman.org.uk	Yes	Yes	



ANNEX 6 – LIST OF ACCREDITED INVESTOR COMPENSATION SCHEMES

Member State	Compensation Scheme
Austria	
Belgium	Beschermingsfonds voor deposito's en financiële instrumenten de Berlaimontlaan 14 1000 Brussels Email: protectionfund@nbb.be Tel: 32.2.221.38.92 www.protectionfund.be
Bulgaria	Securities Investor Compensation Fund BULGARIA 1000 Sofia, 31 Tsar Ivan Shishman Str., 2 nd floor Tel: +3592 981 43 21 Fax: +3592 981 75 41 www.sfund-bg.com
Cyprus	Investors Compensation Fund of Investment Firms Clients C/o Cyprus Securities and Exchange Commission 32 Stasikratous (4th Floor) PO Box 24996 CY – 1306 Nicosia CYPRUS Tel: +357 2287 5475 Fax: +357 2275 4671 Email: tae@cysec.gov.cy www.cysec.gov.cy
Czech Republic	Garanční fond obchodníků s cennými papíry P.O.Box 787 111 21 Praha 1 Tel.: 222 192 453 Fax: 222 192 495 E-mail: fond@gfo.cz www.gfo.cz
Denmark	- Thingeise
Estonia	
Finland	The Finnish Investors' Compensation Fund c/o Federation of Finnish Financial Services Bulevardi 28 FI-00120 Helsinki Tel: +358 20 7934 200 www.sijoittajienkorvausrahasto.fi
France	
Germany	Entschädigungseinrichtung deutscher Banken GmbH (EdB):



	Burgstr. 28, 10178 Berlin
	Telefon: (030) 16 63 ~ 0
	Telefax: (030) 16 63 ~ 13 99
	Entschädigungseinrichtung des Bundesverbandes Öffentlicher Banken GmbH
	(EdÖ):
	Lennéstr. 11, 10785 Berlin
	Tel. 030/81 92-0
	Fax 030/81 92-222
	Entschädigungseinrichtung der Wertpapierhandelsunternehmen (EdW):
	Charlottenstr. 33/33a, 10117 Berlin; 10865 Berlin
	Telefon: 030/203 699 0
	Telefax: 030/203 699 5630
	Total Coor 200 000 0000
Greece	Athens Stock Exchange Members' Guarantee Fund
arccc	14 ~16 Feidiou
	106 78 Athens
	GREECE
	Tel: +30 210 3304682
	Fax: + 30 210 3304155
	1ax. + 30 2103504133
Hungary	Investor Protection Fund (BEVA)
Tiungary	
	H-1092 Budapest Köztelek utca 6
	Hungary www.bva.hu
T1 1	<u>www.bva.nu</u>
Iceland	
Ireland	Investor Compensation Company Limited
ITCIAIIA	C/o Central Bank & Financial Services Authority of Ireland
	P.O. Box 559
	Dame Street
	Dublin 2
	IRELAND
	INLLAND
	Tal: ±353 (0)1 410 4955
	Tel: +353 (0) 1 410 4955 Email: webmiss@investorcompensation.ie
	www.investorcompensation.ie
	www.mrestoreompensation.ic
Italy	Fondo Nazionale di Garanzia
italy	Via del Corso 184
	00186 Roma
	ITALY
	IIALI
	Tel: +39 06 6787800
	Fax: +39 066787683
	Email: fondodigaranzia@fondodigaranzia.it
T ati a	www.fondodigaranzia.it
Latvia	Investor compensation scheme
	managed by
	Finance and Capital Markets Commission
	1 Kungu Street
	Riga LV 1050
	LATVIA



	Tel: +371 6777 4800
	Fax: +371 6722 5755
	www.fktk.lv
Liechtenstein	
Lithuania	
Luxembourg	ASSOCIATION POUR LA GARANTIE DES DEPÔTS,
	LUXEMBOURG (A.G.D.L.), B.P. 241,
	L-2012 Luxembourg Tel: (+352) 46-36-60-1
	Fax: (+352) 46~09~21
	e-mail: info@agdl.lu
Malta	The Secretary
Maria	Compensation Schemes Management Committee
	c/o Malta Financial Services Authority
	Notabile Road
	Attard BKR14
	Malta
	Tel: 00356 21441155
	info@compensationschemes.org.mt
Netherlands	www.compensationschemes.org.mt De Nederlandsche Bank
Nemerianus	(Expert centre for fit and proper testing and disclosure)
	PO Box 98
	1000 AB Amsterdam
	The Netherlands
	Tel: +31 20 524 9111
	Fax: +31 20 524 2500
- NY	
Norway	Norwegian Investor Compensation Scheme
	The Norwegian Financial Services Association (FNH) PO.Box 2473 Solli, 0202 Oslo
	Norway
	The That
	Tel: +47 2328 4200
	Email: vs@fnh.no
	www.verdipapirforetakenessikringsfond.no
Poland	Krajowy Depozyt Papierów Warto Ciowych S.A. (National Depository for
	Securities)
	4 Ksiazeca Street
	00-498 Warsaw
	POLAND Tel. + 48 22 537 93 43
	Fax: +48 22 627 31 11
	www.kdpw.com.pl
Poland	Krajowy Depozyt Papierów Warto Ciowych S.A. (National Depository for
	Securities)
	4 Ksiazeca Street
	00-498 Warsaw



	POLAND
	Tel. + 48 22 537 93 43
	Fax: +48 22 627 31 11
	www.kdpw.com.pl
Portugal	Sistema de Indemnização aos Investidores – Investor Compensation Scheme
	Av. Liberdade n.º252
	1056~801 Lisboa
	Portugal
	Phone: 213 177 000
	Fax: 213 537 077/8
	E-mail: cmvm@cmvm.pt
	Thum <u>entrangements</u>
Romania	FONDUL DE COMPENSARE A INVESTITORILOR S.A. (Investors Compensation Scheme);
Komama	Terro en an estada in invasoria de imperiorial de inciner,
	34 - 36 Carol I, Floor 14, room 9
	020922 Bucharest
	Tel. +40213079505
	Fax. +40213079516
	office@fond-fci.ro
	01.0.1
01 1 D 11'	www.fond-fci.ro
Slovak Republic	Garan ☐ ný fond investícií (Investment Guarantee Fund)
	Radlinského 27/B
	811 07 Bratislava
	TI 1 404 0 TOS 0T 004 000
	Tel: +421 2 526 37 334, 336
	Email: gfi@garancnyfond.sk, asistent@garancnyfond.sk
at .	
Slovenia	
Spain	FOGAIN (FONDO GENERAL DE GARANTIA DE INVERSIONES)
	Paseo de la Habana 82, 1º dcha.
	· ·
	Tel: +34 91 443 06 50
	Fax: + 34 91 344 04 52
	www.fogain.org
	Deposit Guarantee Board
Sweden	Box 6752, S-113 85 STOCKHOLM
	Visiting address: Sveavägen 167
	Phone: +46-(0)8-787 81 00 Fax: +46-(0)8-24 13 35
	ign@ign.se
	Financial Services Compensation Scheme
United	7th floor, Lloyds Chambers
Kingdom	Portsoken Street
KIIIZUUIII	London
	E1 8BN
	UNITED KINGDOM
	T-1, 144 (0) 20 7200 7200
	Tel: +44 (0)20 7892 7300
	Email: enquiries@fscs.org.uk
	www.fscs.org.uk



ANNEX 7 – Joinder Agreement

The undersigned Competent Authority, having given notice of its intend to participate in this Protocol and having received the consent of all parties thereto, hereby agrees to be bound by the terms of the Protocol.

"Competent Authority" means any national authority, designated to carry out the duties provided for in the Directive 2004/39/EC, and that can be a non-CESR Member Authority.

This Declaration of Joinder shall be effective as of the date first written below.

If the Protocol is amended, the Competent Authority that is not a member of CESR and wishes to continue to accept it, will need to sign the amended Protocol on an individual basis.

Date:	
Joining Authority:	
Signature:	
Name:	
Contact person:	