



## RESUMPTION OF THE FACE-TO-FACE ACTIVITY OF THE CNMV'S GENERAL REGISTRY

8 June 2020

Today, 8 June, the General Registry of the Spanish National Securities Market Commission resumed its face-to-face activity at its offices in Barcelona and Madrid from 9:00 a.m. to 2:30 p.m., once again allowing the public access for registering documents.

In addition, the following channels are maintained for submitting and registering documents:

1. Any documents, applications or notifications may be sent using the area enabled at the CNMV's Virtual Office:

<https://sede.cnmv.gob.es/sedecnmv/sedeelectronica.aspx>

2. Written submissions may also be made to the CNMV at any of the virtual offices of the registers of the various public administrations, from where they will be electronically sent to this Commission, in accordance with the provisions of Article 10 of Spanish Law 11/2007, of 22 June, on electronic access of citizens to public services, and Article 16 of Spanish Law 39/2015, of 1 October, on the Common Administrative Procedure of Public Administrations.
3. Applications for certificates of registration in the CNMV's special registers may be addressed to the CNMV using the electronic form which can be found in the investors' area of the virtual office:

<https://sede.cnmv.gob.es/sedecnmv/LibreAcceso/SolicitudesROD.aspx>

In all these cases, in order to have access to these forms of notification, you must have a DNI (Spanish national identity card) or certificate with a recognised electronic signature.

4. Those regulated parties that are not obliged to have an electronic relationship with the Administration and/or that do not possess a certificate or electronic DNI may send their documents by e-mail to [registro@cnmv.es](mailto:registro@cnmv.es).

All documents received by this means will be subject to entry registration. Senders may request an acknowledgement of receipt with the assigned registration number. The CNMV may review the document and, if appropriate, require corrections and amendments under the terms provided for by law.

5. Documentation may also be submitted to any of the registers of the various public administrations or post offices.

Finally, we remind you that investors can send their enquiries and complaints:

- By writing to the CNMV Complaints Service, at C/ Edison, 4 - 28006 Madrid. For this purpose, a form has been made available on the website [www.cnmv.es](http://www.cnmv.es), in the "Investor Section", under "enquiries".

<http://www.cnmv.es/portal/Inversor/Como-Consultar.aspx>

- By telematic means, through the CNMV Virtual Office, using either your digital certificate or digital DNI (national identity document), or your username and password.

<http://www.cnmv.es/Portal/inversor/Como-Reclamar.aspx>

- By phone on 900 535 015.