



INVESTOR INFORMATION

The CNMV issues an urgent warning: MetaQuotes.net and Nacional Trade LTD are impersonating CNMV's identity

16 April 2024

- The entities' services have not been contracted nor does the CNMV participate with them in investigations.
- It has not authorised any company to manage investors' recovery of loss.
- It recommends rejecting offers and refraining from following their proposed steps.
- Do not hesitate to contact the CNMV in the case of any questions or doubts.

The Spanish National Securities Market Commission (CNMV) issues a warning to investors regarding attempts by the entities MetaQuotes.net and Nacional Trade LTD to impersonate CNMV's identity. Said entities are reaching out to investors to manage, in a fraudulent manner on behalf of the CNMV, the recovery of possible losses, investigate possible irregularities and guarantee the return of funds. They deceive investors using fake e-mails and signatures of the supervisory body.

The CNMV has found that MetaQuotes.net offers its services of recovery of frozen funds to the victims of the unregistered entity MetaTrader, also claiming that it works alongside the CNMV's Group for the Investigation of Digital Assets, which does not even exist.

Furthermore, the CNMV has also identified that Nacional Trade LTD targets potential clients of registered investment firms and claims to have been contracted by the CNMV to investigate possible related irregularities and guarantee the return of funds.

The CNMV warns that **it has not authorised any Spanish or foreign company** or natural person to **manage the recovery of losses** incurred by investors. It also **has not contracted services of any entity to investigate irregularities** of any investment firm or to guarantee the repayment of losses.

It therefore recommends those contacted to reject any offers they may receive in this regard and to refrain from participating in the verification and/or reimbursement processes they may propose.

In the case of being a victim of fraud or theft of personal data, filing a report with the corresponding law enforcement agencies is recommended.

Investors are reminded that the **Investor Assistance Office** contact line is available for enquiries: **900 535 015** as well as the following channels:

- By writing to the CNMV Complaints Service, at C/ Edison, 4 - 28006 Madrid. To this end, a [form](#) has been made available under the CNMV's website, www.cnmv.es, in the section "Investors and financial education", under the subsection titled "How to make [an inquiry?](#)".
- By telematic means, through the [Virtual Office](#) , using a digital certificate or an electronic DNI, or with a username and password.
- To report any offences, please contact the CNMV through the form for inquiries or the [whistleblowing channel](#).

Warnings for investors issued on the CNMV website (www.cnmv.es) are available under the section [Investors and financial education](#).