

The CNMV warns about the "recovery room" activity

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- Have you been a victim of fraud through a financial boiler room in the past?
- Does a company that you have not contacted, offer to recover money that you have lost, asking for money upfront?
- If so, beware, because it could be another type of fraud, known as a "recovery room".

The Spanish National Securities Market Commission (CNMV) has become aware of a new type of fraud committed by companies known as "recovery rooms". These companies contact persons who have been victims of financial boiler rooms (non-authorised entities) to manage their loss recovery or to repurchase shares or securities acquired through non-authorised companies.

These types of activities may be performed by financial boiler rooms that were responsible for the initial fraud or by other persons or entities which have obtained the list of affected parties. In this regard, the CNMV recommends any consumer who receives these offers without having requested them to take the following into consideration:

- Be aware that they may come back and try to convince you to invest money, or even to sell your data to other companies.
- Identify the new indications of fraud: if a company contacts you without you requesting it, and asks you for money in advance to pay taxes, fees or insurance as a prior condition for the provision of the service offered, this is a clear indication that this is what is known as a "recovery room".

- Beware if in the name of the CNMV you are contacted to recover money that you have lost, as the CNMV and its employees shall not contact potential affected parties directly, nor shall the CNMV authorise the use of its identity, corporate image or the domain cnmv.es to recover the losses.
- Do not reply to repurchase of shares or recovery of loss offers without previously confirming that they are reputable companies, irrespective of whether or not the activity of these so-called "recovery room" companies is subject to the supervision of the CNMV. (The CNMV's remit in relation to the companies that operate in the financial sector is related to the performance, or otherwise, of reserved activities in accordance with the securities market regulations and/or subject to the authorisation of or registration with this institution. Hence, if investment services or other reserved activities are not offered under securities market regulations, they are not companies subject to the supervision of the CNMV).

The CNMV regularly publishes warnings on non-authorised entities (financial boiler rooms), entities which regularly contact potential investors, by telephone, offering to trade with shares or other financial products without being duly authorised to do so, with a strong probability of losing the money invested.

If you have been a victim of any activity like the one described above, please report the matter to the Police or Civil Guard.

For further information on these issues, you may consult [the investor section](#) on the CNMV's website.