



Book VII - Token Issuers and Digital Assets Services Providers

Title II - Digital Assets Services Providers

Chapter I - Registration requirements, license requirements and common provisions applicable to licensed digital assets services providers

Section 3 - Common provisions applicable to licensed digital assets services providers

Sub-section 1 - Organisational rules

General regulation of the AMF

Article 721-11 into force from 19 December 2019 to 07 May 2023

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Article 721-11

The digital assets services provider shall establish, implement and keep operational a policy for managing complaints sent by its clients with a view to their swift processing. This policy shall be published on the services provider's website. It shall keep a register of complaints received and the measures taken to settle them.

The policy for managing complaints shall provide clear, precise and up-to-date information concerning the process for handling complaints. This policy shall be validated by the managers of the digital assets services provider.

It shall enable its clients to submit a complaint free of charge.

It shall process the complaint within two months and shall indicate to the client the options available to him, and in particular the fact that the client can refer the matter to the AMF Mediator mentioned in Article L. 621-19 of the Monetary and Financial Code.

✚ Version into force since 30 July 2023

✚ Version into force from 8 May 2023 to 29 July 2023

✚ **Version into force from 19 December 2019 to 7 May 2023**