AUTORITÉ DES MARCHÉS FINANCIERS

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23 January 2020

How the case is dealt with?

Once the complaint and appended documents have been examined, the Ombudsman may ask the financial intermediary or listed company for its comments and any supporting documents. The Ombudsman examines the evidence and compares the arguments from both sides before examining the merits or each party's position in light of regulatory requirements and fairness.

If deemed necessary, the Ombudsman can pursue the examination through meetings or phone conversations with the parties involved.

Once the examination is complete, the Ombudsman issues a recommendation.
Both parties have to remain proactive throughout the mediation procedure, which is never binding. The Ombudsman can make suggestions but cannot impose them.

Suspension of the limitation period
The mediation procedure suspends the limitation period for applying to the court.

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Ombudsman online diary overview

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