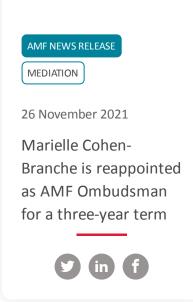


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23 January 2020
What are the advantages of the mediation procedure?
Mediation is:
free of charge
 confidential: the information and documents exchanged during the mediation procedure, the names of the parties involved and the Ombudsman's recommendation may not be disclosed
impartial: the Ombudsman acts entirely independently
 quick: in principle, the mediation process takes three months from the time when the parties provide the Ombudsman with all the necessary information
 non-binding: the Ombudsman makes a recommendation but the parties are free to reject it
— in accordance with law and equity (fair, equal and equitable).
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Legal information:

Head of publications: The Executive Director of AMF Communication Directorate. Contact: Communication Directorate – Autorité des marches financiers 17 place de la Bourse – 75082 Paris cedex 02

