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## 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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ANNUAL REPORT

MEDIATION

15 June 2021

AMF Ombudsman Annual Report 2020



Legal information:

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

