

Book III - Service providers

Title II - Other service providers

Chapter V bis - Crowdfunding investment advisers

Section 3 - Organisational rules

General regulation of the AMF

Article 325-63 into force from 08 June 2018 to 16 March 2022

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Article 325-63

Crowdfunding investment advisers shall establish and maintain an effective and transparent procedure for reasonable and prompt handling of complaints received from clients or potential clients.

Clients can file complaints free of charge with the crowdfunding investment adviser.

Crowdfunding investment advisers shall respond to the complaint from the client within a maximum of two months from the date of receipt of the complaint, except in duly justified exceptional circumstances.

They shall implement an equal and consistent procedure for handling complaints from clients.

Crowdfunding investment advisers shall record each complaint and the measures taken to handle it. They shall also implement a complaint monitoring system enabling them to identify problems and implement the appropriate corrective measures.

Information on the complaint handling procedure shall be made available to clients free of charge.

The procedure put in place shall be proportionate to the size and structure of the crowdfunding investment adviser.

↘ Version into force since 17 March 2022

↘ **Version into force from 8 June 2018 to 16 March 2022**

↘ Version into force from 1 October 2014 to 7 June 2018