

Book III - Service providers

Title I ter - Asset management companies of UCITS

Chapter III - Organisational rules

Section 5 - Complaint handling

General regulation of the AMF

Article 321-41 into force since 03 January 2018

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The user will be redirected to the European regulations as initially published in the Official Journal of the European Union and to the subsequent corrigenda, if any. The AMF does not guarantee the completeness of the redirections to these European regulations and corrigenda.

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Article 321-41

Asset management companies shall take measures in accordance with Article 411-138 and establish appropriate procedures and arrangements to ensure that they deal properly with complaints from all holders of units or shares in a UCITS and that there are no restrictions on these persons exercising their rights if they reside in another European Union Member State or State party to the European Economic Area agreement. These measures shall allow holders of units or shares in a UCITS to send a complaint in the official language or one of the official languages of the Member State in which the UCITS is sold and to receive a response in the same language.

Asset management companies shall also establish appropriate procedures and arrangements to supply information, at the request of the public or, where the asset management company manages a UCITS established in another European Union Member State or State party to the European Economic Area agreement, of the competent authorities of the home Member State of that UCITS.

These provisions apply if no investment service is provided upon subscription.

⚡ **Version into force since 3 January 2018**