



## INSTRUCTIONS FOR COMPLETING A COMPLAINT FORM

- Completion of the form is mandatory.
- Please explain your complaint in a clear and comprehensible manner.

### Specifically:

Accurately indicate the products, services, natural persons, and the period of time concerned by your complaint, providing all available relevant information.

In case of a complaint of possible market abuse (manipulation or exploitation of inside information), you should indicate the exact period of time concerned, any persons involved, the information that meets the requirements of the law to be considered as inside information as well as the relevant transactional behaviors that are indications of manipulation (see indicative examples of Regulation E/E 596/2014).

- Filling in all the details of the form is mandatory. If the completed form lacks information (except for identity details in the case of an anonymous complaint) the investigation of your complaint will not start.
- In case a complaint is submitted via email without any other identity (name) and contact information (landline or mobile phone and postal address) no reply letter will be sent because the complaint will be considered anonymous.