

Submission of a complaint

The Hellenic Capital Market Commission investigates complaints from investors, which may relate to violations of the capital market legislation, and imposes administrative sanctions in cases where such violations are found, in accordance with the applicable legislation.

It is stressed that the Hellenic Capital Market Commission examines complaints solely with regard to compliance with the capital market legislation within its competence. The Hellenic Capital Market Commission is not a mediation body for the resolution of private disputes between investors and regulated entities. It also does not investigate complaints that are outside its remit, vague or manifestly abusive.

Complaints are primarily investigated on the basis of their serial number, according to the number of the incoming document file. The time it takes to process a complaint depends on the content of the complaint and the infringements that may arise. After the completion of the investigation, the Hellenic Capital Market Commission proceeds to inform the complainants in writing, provided that their details have been disclosed and no other restrictions from the applicable legislation apply.

Before filing a complaint, we recommend that you contact the company itself or the Hellenic Financial Ombudsman, Postal Address Massalias 1, 10680 Athens, Telephone 10440 and 210 3376700, Email info@hobis.gr.

To file a complaint with the Hellenic Capital Market Commission you should read the **Instructions for Completing the Complaint Form** and then complete the **Complaint Form** and send it to info@cmc.gov.gr.

It is noted that in the case of reports of actual or potential violations of capital market legislation that meet the requirements of WHISTLEBLOWING, a specific complaints procedure is followed under the legislation. Click **here** for more information.