



*Commission de Surveillance
du Secteur Financier*

COMMUNIQUÉ

COVID-19: PROCEDURE FOR COMPLAINT HANDLING

In the framework of the fight against the spread of the Coronavirus (COVID-19), the CSSF informed the public on 17 March 2020 that it remains operational, although its offices are closed to the public. In that respect please note that new complaints to be lodged with the CSSF as well as any communication concerning complaints already registered with the CSSF should be sent by e-mail to reclamation@cssf.lu (please attach the complaint form duly completed, dated and signed to your e-mail, together with all the documents mentioned therein) instead of or in addition to regular mail, or by using the online complaint form of the CSSF.

Please note also that all outgoing communication from the CSSF will be done from now on by e-mail and will not be manually signed. We thank you for your understanding.

Luxembourg, 26 March 2020