

W1M

Customer Care Service  
W1M Europe

## Customer Service

W1M Europe A.V., S.A. (“W1M Europe”) maintains a dedicated Customer Service Department to which clients may, where appropriate, submit any complaints or claims related to the service received.

To initiate this process, clients can submit their claims either in person, by post, or via email at: [customer.queries@w1m.com](mailto:customer.queries@w1m.com). W1M Europe will ensure the keep adequate traceability of the claim filed by the client.

Clients are also encouraged to provide any supporting documentary evidence that substantiates their complaint or claim.

Additionally, W1M Europe offers its clients access to the W1M Europe Customer Care Code, available on our website. This document serves as the foundation of our Customer Service Department and contains further pertinent information.

W1M Data Protection policy would apply to the data processed within the activity of the Customer Care Service.

If you do not receive a response within one month from the date of submission of your complaint, or if you disagree with the final decision, you may contact the CNMV Claims Service in accordance with applicable customer protection regulations.

### CUSTOMER CARE CONTACTS

Address: General Mitre 126, 6ª planta, 08021 Barcelona, España

**W1M Europe Customer Care Service  
Head: Carmen Artigas**

Email: [customer.queries@w1m.com](mailto:customer.queries@w1m.com)

Phone: +34 938 205 595

### CNMV

Address: Edison, 4, 28006 Madrid - Bolivia 56, 4ª Planta 08018, Barcelona, España

**CNMV Claims  
Service**

Electronic means:  
[https://sede.cnmv.gob.es/sedecnmv/LibreAcceso/RQC/Reclamaciones\\_Consultas.aspx?t=2](https://sede.cnmv.gob.es/sedecnmv/LibreAcceso/RQC/Reclamaciones_Consultas.aspx?t=2)

Investor assistance service telephone: +34 900 535 015



### **Investment insight and commentary**

We publish regular and ad hoc commentary on the markets which are available via email or in print



### **Why Invest? Podcast**

Our award-winning podcast, Why Invest? is available via all major platforms including Apple Podcasts and Spotify and on our website



### **Subscribe to receive updates online**

Stay up to date with our latest news and insights, register to receive email alerts via [w1m.com/insights](http://w1m.com/insights)



### **Follow us on LinkedIn**

We publish all our news and updates on social media, follow us on [linkedin.com/company/w1m](https://linkedin.com/company/w1m)

**W1M**

[w1m.com](http://w1m.com)