

Chapter 1

Commission Delegated Regulation (EU) 2017/653



Article 7 How can I complain? section

PRIIP manufacturers shall provide the following information in the section entitled "How can I complain?" of the key information document, in summary format:

- (a) steps to be followed for lodging a complaint about the product or about the conduct of the PRIIP manufacturer or the person advising on, or selling, the product;
- (b) a link to the relevant website for such complaints;
- (c) an up-to-date postal address and an email address to which such complaints may be submitted.