

ANNOUNCEMENT

The Cyprus Securities and Exchange Commission ('CySEC'), would like to inform all interested parties of the following relating to queries on certifications/seminars/registration with the public register, associated with the Directive for the Certification of Persons and the Certification Registers (the 'Directive'):

CySEC acknowledges the need to provide assistance and guidance to interested parties as regards the implementation and enforcement of the Directive.

Going forward, CySEC, while aiming to both cooperate and coordinate with interested parties and at the same time efficiently manage its internal resources and operations, will **ONLY** reply/handle queries that are submitted in writing to the following email addresses:

1. For practical/technical issues (payments, registrations, problems etc.) to certifications@cysec.gov.cy
2. For legal issues to legal@cysec.gov.cy.

CySEC will not accept any queries over the phone.

CySEC advises all interested parties to submit their queries to CySEC only after they carefully review:

- the Directive,
- all information published by CySEC concerning the examination/processes on: <https://www.cysec.gov.cy/CMSPages/GetFile.aspx?guid=ff8cbdd9-ad83-462b-b62e-ac42c80c05df>
- all relevant material related to certifications/processes and seminars on: <https://www.cysec.gov.cy/el-GR/public-info/certifications-and-seminars/>.

Compliance with the above will save valuable time and reduce misuse of CySEC's telephone centre since, unfortunately, the majority of the queries that reach CySEC are of a general nature and their answers can be found in the Directive, Circulars or announcements of CySEC.

The reply period is a minimum of 10 – 15 days and interested parties are kindly requested not to send any reminders or call prior to the expiry of that deadline.

In order to be able to assist you efficiently we kindly ask for your cooperation and understanding.

Finally, we would like to bring to your attention that as from January 2018, all information from CySEC regarding any issues related to certifications/seminars etc., will be released through announcements (not circulars) that can be found on the same link as always, which is <https://www.cysec.gov.cy/el-GR/public-info/certifications-and-seminars/certifications/announcements/>.

Nicosia, 7 December 2017