



## THE COMMITTEE OF EUROPEAN SECURITIES REGULATORS

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*Regarding the provisions quoted in the response below, as far as possible, hyperlinks to these provisions (in the respective language or, if available, in English) are set out in Document CESR/04-075 for each country.*

### **IMPORTANT NOTICE**

*In the interest of transparency and to inform interested parties, CESR has published the following (together the “Tables”):*

- *the Correspondence Tables on the CESR Standards for Investor Protection (Ref. CESR/03-416b to 423b, CESR/03-134/Country);*
- *the Correspondence Tables on the CESR Standards for Alternative Trading Systems (Ref. CESR/03-415b, CESR/03-135/Country);*
- *the Synthesis Tables (Ref. CESR/03-427b and CESR/03-432b);*
- *the List of Alternative Trading Systems currently operating in Member States<sup>1</sup> (Ref. CESR/03-497b);*
- *the explanatory notes and caveats attached to the Tables.*

*The Tables were produced by the Members of CESR<sup>1</sup> within the constraints of and solely for the purposes of the CESR Review Panel process of monitoring the status of implementation of the CESR Standards for Investor Protection<sup>2</sup> and the CESR Standards for Alternative Trading Systems<sup>3</sup> in Member States.*

*The Tables have no legal effect; they do not present any interpretation of, or definitive position on, existing law or regulation in any jurisdiction. The Tables should not be relied upon for any purpose other than the purpose for which they were prepared. In particular, they should not be relied upon as a substitute for, or as guidance on, any aspect of the regulatory system of any Member State or as a defence in supervisory activities or enforcement proceedings; and they cannot be used to restrict competent authorities in taking regulatory or enforcement actions.*

*The information set out in the Tables is the response of each Member’s self-assessment. For this reason, the content of the Tables regarding a particular Member State has been prepared solely by the relevant Member on a best-efforts basis. (In a next step, the CESR Review Panel is going to conduct a common and collective peer exercise in reviewing the responses from all Members.) In case of discrepancy between the tables containing the responses from all CESR Members and the tables containing the individual responses from a particular CESR Member, the latter should be referred to.*

*The Tables provide a “snap shot” and will be up-dated on a regular basis to take account of regulatory developments in Member States. Therefore, they cannot be considered as fully finalised or definitive reflections of regulatory provisions in Member States. The Tables should also be read in light of current and future developments in the formulation of the proposed Directive on Markets in Financial Instruments (“ISD2”) and the future Level 2 implementing measures, and without prejudice to the position of any Member State in those developments.*

*For a more detailed account of the process, methodology and first, interim results, please see the “First Interim Report” by the Review Panel (Ref. CESR/03-414b).*

<sup>1</sup> For reasons of simplicity, the term “Member” in this context refers to all participants in the Review Panel, i.e. CESR Members, CESR Observers, and the Polish securities regulators; this applies to the term “Member State” accordingly.

<sup>2</sup> “A European Regime of Investor Protection - The Harmonization of Conduct of Business Rules” (Ref. CESR/01-014d, April 2002) and “A European Regime of Investor Protection – The Professional and the Counterparty Regimes” (Ref. CESR/02-098b, July 2002).

<sup>3</sup> Ref. CESR/02-086b, July 2002.

**Correspondence Table on Standards for Investor Protection**  
**(Ref. CESR/01-014d and CESR/02-098b)**

**LUXEMBOURG**

**A CONDUCT OF BUSINESS RULES FOR THE “RETAIL REGIME”**

**1. STANDARDS AND RULES OF GENERAL APPLICATION**

**1.1 GENERAL**

Standard /Rule	Implementing authority(ies)	Implementing measure <sup>4</sup>	Comments
1. An investment firm must at all times act honestly, fairly and professionally in accordance with the best interests of its customers and the integrity of the market.	The Commission de Surveillance du Secteur Financier (“CSSF”).	According to article 37 of the law of 5 April 1993 on the financial sector and according to principle 1 of the circular CSSF 2000/15 of 2 August 2000 on the rules of conduct in the financial sector (hereafter the circular CSSF 2000/15), the professional shall act honestly and fairly in conducting his business activities in the best interests of his clients and the integrity of the market. The same principle is also laid down in article 28 of chapter VI on admission of securities to official stock exchange listing of the rules and regulations of the LSE and clarified and amplified in the governing measures No 1 of the LSE chapter XI on rules of conduct.	

<sup>4</sup> Any derogation to the application of the implementing measures should be mentioned.

<p>2. An investment firm must have and must employ effectively the resources and procedures that are necessary for the proper performance of its business activities, including back-up procedures and systems so as to reasonably ensure that investment services can be provided without interruption.</p>	<p>CSSF</p>	<p>The professional shall possess an adequate analysis capability, appropriate to his business. In particular, he shall employ sufficient numbers of appropriately qualified staff at every level of responsibility within his organisation and shall possess sufficient technical resources and an appropriate structure, including an appropriate segregation of duties, for the proper performance of his business activities (principle 3.1. of the circular CSSF 2000/15). Furthermore, authorisation of a professional of the financial sector is submitted to proof a sound administrative and accounting organisation as well as suitable procedures of internal control.</p>	
<p>3. An investment firm must ensure that any persons or entities with which it is undertaking authorisable investment business are authorised to conduct that business by the relevant regulator.</p>	<p>CSSF</p>	<p>Principles 1 and 2 of the circular CSSF 2000/15. The professional shall act honestly and fairly in conducting his business activities in the best interests of his clients and the integrity of the market. The professional shall also act with due skill and diligence in the best interests of his clients and the integrity of the market. The investment firm shall thus ensure that any persons or entities with which it is undertaking authorisable investment business are authorised to conduct that business by the regulator.</p>	
<p>4. Investment firm that outsources functions retains full responsibility for the outsourced activity and must ensure that the providers of such outsourcing are able to perform these functions reliably, professionally and in the best interests of its customers.<sup>5</sup></p>	<p>CSSF</p>	<p>According to the law of 2 August 2003 entering into force on 1 October 2003 and modifying the law of 5 April 1993, certain functions may be outsourced from credit institutions, other professionals of the financial sector and CIS to communication agents to the clients, administrative agents of the financial sector and operators of computer systems and communication networks. The aforementioned activities must be performed by professionals of the financial sector who are duly authorised and under the supervision of the CSSF.</p>	

<sup>5</sup> This standard is not intended to interfere with relevant provisions on civil liability, applicable at national level.

## 1.2. CONFLICTS OF INTEREST AND INDUCEMENTS

Standard /Rule	Implementing authority(ies)	Implementing measure	Comments
<p>5. An investment firm must take all reasonable steps to ensure that conflicts of interest between itself and its customers and between one customer and another are identified and then prevented or managed in such a way that the interests of customers are not adversely affected. For these purposes the investment firm must establish an internal independence policy, including Chinese walls as appropriate.</p>	<p>CSSF</p>	<p>According to principle 6.1 of the circular CSSF 2000/15 the professional shall adopt such internal structural measures and procedures as are necessary to guard against conflicts of interests. To this end, he shall, in particular, enforce a strict segregation of functional or business units where such conflicts might arise, and thus avoid the unnecessary circulation of information liable to give rise to conflicts of interest. Furthermore, according to the governing measure No 1 of the LSE chapter XI on rules of conduct the stock exchange member shall try to avoid conflicts of interest and, if any, to settle them fairly. It shall therefore refrain from giving priority to the own account orders to the detriment of client orders.</p>	
<p>7. Where conflicts of interest cannot be reasonably avoided or managed with the internal independence policy, an investment firm must not undertake business with or on behalf of a customer where it has directly or indirectly a conflicting interest, including any such interest arising from intra-group dealings, joint provision of more than one service or other business dealings of the investment firm or any affiliated entity, unless it has previously disclosed to the customer the nature and extent of its interest, either in writing or by telephone and recorded by the firm and the customer has expressly agreed to engage in such business with the investment firm. Where possible, this disclosure must be given at the beginning of the customer relationship; otherwise it must be given prior to the customer entering into any relevant transaction.</p>	<p>CSSF</p>	<p>According to principle 6.4. of the circular CSSF 2000/15 the professional shall, in particular, refrain from recommending that a client purchase or sell a specific security where he has a conflict of interest in relation to that security, unless, according to the circumstances, he discloses his interest to the client prior to the execution of the transaction or takes appropriate action to ensure the client is fairly treated. Furthermore, pursuant to principle 6.5 of the circular CSSF 2000/15 where a conflict is unavoidable, the professional shall take all appropriate action to avoid personal gain for himself and any loss for his client or any other</p>	

		parties with whom he has a business relationship. Depending upon the circumstances, the professional shall decline to act.	
6. An investment firm, its members of the board, directors, partners, employees and tied-agents may offer or receive inducements only if they can reasonably assist the firm in the provision of services to its customers. Where inducements are received disclosure of such inducements must be made to the customer.	CSSF	The professional shall lay down procedures to guard against the acceptance or solicitation by members of his staff of benefits in whatever form which, in the light of his business, are such as to give rise to the risk of a conflict of interest with respect to the professional's obligations towards his clients. Accordingly, the professional shall take such action as is appropriate to restrict the giving or receiving of gratuities or benefits in whatever form by members of staff in the course of their employment. The professional shall require disclosure of gratuities and other benefits received by members of staff of a value which exceeds a reasonable limit fixed by him (principle 6.5. of the circular CSSF 2000/15).	
8. Where inducements are permitted an investment firm must act in the best interest of the customer and inform the customer at the beginning of the relationship, which may give rise to conflicts of interest between itself and its customers, about the investment firm's policy on inducements and at least once a year in writing of the relevant details of such inducements.	CSSF	See 6	

### 1.3 COMPLIANCE AND CODE OF CONDUCT

Standard /Rule	Implementing authority(ies)	Implementing measure	Comments

<p>9. An investment firm must take all reasonable measures to ensure that the firm and its members of the board, directors, partners, employees and tied-agents at all time act in accordance with the best interests of its customers and the integrity of the market by establishing and implementing adequate compliance policies and procedures, including an independent compliance function and an internal code of conduct.</p>	<p>CSSF</p>	<p>According to the circular 2000/15 the executive management of the professional designates one of its members to be in charge of implementing the policy and rules it has established in this context and who oversees the compliance with the rules of conduct. This member can be the same as the one designated in accordance with IML Circulars 93/101 and 93/102. The executive management is in charge of communicating this procedure and any change thereof to the personnel concerned. It will regularly organise internal audits so as to verify the compliance with the rules of conduct in accordance with IML Circular 98/143 relating to internal audit.</p>	
<p>11. The persons responsible for the compliance function must have the necessary expertise, resources, authority and must have full access to all relevant information enabling them to perform their duties. They must perform their monitoring duties independently of all persons and activities subject to their monitoring.</p>	<p>CSSF</p>	<p>No specific rules for the time being. In practice banks have compliance officers and the Luxembourg association of compliance officers is providing the relevant information to its members who have long experience in the financial sector. The CSSF intends to issue in the next coming months a circular regulating the function of compliance officers.</p>	
<p>12. A summary of the results of the monitoring must be reported to the senior management of the investment firm and to the internal or external auditors. The investment firm must report these results, together with remedies adopted, to the competent authority at least once a year.</p>	<p>CSSF</p>	<p>No specific rule for the time being. See 11</p>	
<p>13. An investment firm must ensure that the competent authority is informed, without undue delay, of serious breaches of the conduct of business rules. In assessing whether the breaches are serious, an investment firm must take into account the impact on regulatory goals and on the capacity to provide services, their frequency, the damages suffered by customers.</p>	<p>CSSF</p>	<p>Where a professional becomes aware that a member of his staff has contravened or attempted to contravene a regulation, he shall without delay take an appropriate action according to the seriousness of the offence and, where appropriate on the same basis, notify the CSSF. (principle 7.3. of the circular 2000/15)</p>	
<p>14. The compliance function must: - regularly verify the adequacy of policies and procedures to ensure compliance with the regulations on investment services; - provide advisory assistance and support to the various business areas of the investment firm on problems concerning compliance with the regulations on investment services.</p>	<p>CSSF</p>	<p>No specific rules for the time being. See 11.</p>	
<p>10. An investment firm must be able to demonstrate that it has not acted in breach of the conduct of business rules and the internal code of</p>	<p>CSSF</p>	<p>The management shall ensure that all members of staff concerned are informed</p>	

conduct and that its organization, policies and procedures facilitate such compliance.		of these procedures together with any subsequent changes thereto.	
15. An investment firm must keep records relevant for the purpose of demonstrating compliance with the conduct of business rules, for a period of five years in order to enable the competent authority to verify compliance with these rules. Tape recording of orders must be kept for a period of one year.	CSSF	According to the general principle laid down in article 11 of the commercial code, the documents and must be kept for 10 years. Furthermore, according to the circular CSSF 99/7 on reporting requirements, the investment firms shall keep for 5 years any documents relating to transactions. With regard to tape recording of orders, there are no specific rules.	
16. An investment firm must keep a register of customer complaints related to the provision of the investment services and the measures taken for their resolution and must regularly verify whether complaints are adequately processed.	CSSF	The circular LMI 95/118 on customer complaints requires that the credit institutions and the other professionals of the financial sector shall dispose of precise internal structures and instructions for the receipt and treatment of customer complaints. There is however no specific legal requirement that an investment firm must keep a register of customer complaints.	
17. An investment firm must establish a code of conduct for members of the board, directors, partners, employees and tied-agents. The code of conduct must contain: the rules and procedure to meet the obligation to protect data of a confidential nature; the rules and procedures for carrying out personal transactions involving financial instruments; the rules and procedures governing the business relationship with customers in order to ensure that the persons referred to above, in particular where a conflict of interest may arise, always act in the best interests of customers, and that such persons do not take advantage of any confidential information; the investment firm's policy on conflicts of interest and inducements.	CSSF	Principle 1 and 2 of the circular CSSF 2000/15 Principle 1: duty to act honestly and fairly in conducting his business activities in the best interests of his clients and the integrity of the market Principle 2: duty to act with due skill, care and diligence	Investment firms are under the obligation of confidentiality by the general principles of professional secrecy and protection of personal data of clients. The requirements of honesty, fairness, due skill and diligence imply that the members of the board, directors, partners, employees, and tied agents of investment firms shall comply with the rules laid down in principle 17

#### 1.4. COLD CALLING <sup>6</sup>

Standard /Rule	Implementing authority(ies)	Implementing measure	Comments
18. For the purpose of protecting customers from undue pressure to enter into a contract, cold calls can only be made to potential customers	CSSF	According to principle 1 of the circular CSSF 2000/15 the professional shall act	According to the law of 16 July 1987 door to door selling ("colportage")of transferable

<sup>6</sup> These rules are without prejudice to any provisions of EU law governing the means whereby or conditions under which an investment firm or its tied-agent may initiate unsolicited contacts with a prospective customer.

<p>in accordance with the rules set out below.</p>		<p>honestly and fairly in conducting his business activities in the best interests of his clients and the integrity of the market. The professional shall thus also respect the principles of 18 – 24.</p>	<p>securities is prohibited. The legislator does however not give any definition of the notion of cold calling. Nevertheless, in our opinion, it should be considered at least as a form of selling outside the established offices called by the applicable law “démarchage” (French notion of which the legislator does not give a definition) so that the measures in relation to contracts concluded in accordance with this form of selling according to the above mentioned Luxembourg law are applicable. More precisely, the consumer may within a delay of 7 days of its command/order or within 15 of the reception of the goods/transferable securities give up its commitment. Any clause providing that there will be no right of renunciations for the client, is void. The detailed principles as described in paragraphs 19 to 24 are not as such applicable in Luxembourg legislation.</p>
<p>19. Cold calls may only be made by persons employed by, or appointed as tied-agent<sup>7</sup> by an investment firm. Responsibility for the competence and activities of such persons rests with the firm.</p>		<p>see 18</p>	

<sup>7</sup> This is without prejudice to the applicability of professional requirements, imposed at national level.



20. An investment firm cold calling customers may do so only between the hours of 9.00 a.m. and 9.00 p.m. Monday to Saturday (local time for the customer) and excluding local national holidays.		see 18	
21. The identity of the person making the cold call, the investment firm on whose behalf the person is acting, and the commercial purpose of the cold call must be explicitly identified at the beginning of any conversation with the consumer. The caller must also make reference to the frozen period (see par. 24) during which orders may not be executed.		see 18	
22. The person making the cold call is also required to establish whether the potential customer wishes the cold call to proceed or not. An investment firm must abide by a request from the customer either to end the cold call and/or not to cold call again.		see 18	
23. An investment firm must not exert undue pressure on a potential customer during the course of a cold call and must be able to demonstrate that this is not the case, for example, by recording any such telephone calls.		see 18	
24. During the period for which the customer benefits from a right of withdrawal from the contract (as determined by Article 4.a of the Distance Marketing Directive), an investment firm shall not execute any customer orders in respect of financial instruments under the contract.		see 18	

## 2. INFORMATION TO BE PROVIDED TO CUSTOMERS

### 2.1) BASIC REQUIREMENTS

Standard /Rule	Implementing authority(ies)	Implementing measure	Comments
25. An investment firm must pay due regard to the information needs of its customers and communicate information to them that is fair, clear, and not misleading.	CSSF	According to the circular CSSF 2000/15 the professional shall make adequate disclosure of relevant material information in his dealings with his clients.	
27. The firm must ensure that information provided to customers is clear and comprehensible. The content and purpose of the information should be easily understood and key items should be given due prominence. The method of presentation of the information must not disguise, diminish or obscure important warnings or statements.	CSSF	All information conveyed to the client must be clear, truthful, accurate and complete and presented in language which is comprehensible, in a form which is appropriate and in a manner which reflects the professional's assessment of the knowledge and experience of his client (principle 5.6. of the circular CSSF 2000/15). The professional shall inform	

		the client about the products and services offered and draw his attention to the risks inherent in each case of these. The professional shall warn the client that losses may be sustained and that the past performance is no guarantee of future results. In the event of a significant loss arising as a result of investments made on behalf of the client under a discretionary mandate, the professional shall inform the client promptly of the status of his portfolio. Where the client enters into a “hold-mail” agreement with a financial sector professional, the applicable agreement shall provide for an emergency contact address in the event of a significant loss sustained in the context of a discretionary portfolio management mandate (principles 5.4. and 5.10. of the circular CSSF 2000/15).	
26. An investment firm must supply its customers on a timely basis with the information that enables them to make informed investment decisions.	CSSF	See 27	
28. In supplying information on a timely basis the investment firm must take into consideration: a) the urgency of the situation and b) the time necessary for a customer to absorb and react to the information provided and c) the terms of business agreed with the customer.	CSSF	See 27	

**2.2.) MARKETING COMMUNICATIONS <sup>8</sup>**

Standard /Rule	Implementing authority(ies)	Implementing measure	Comments

<sup>8</sup> This is without prejudice of EU or national provision requiring authorisation and/or other requirements affecting the provision of marketing services.

29. If an investment firm provides information in a marketing communication it must be fair, clear and not misleading.	CSSF	According to principle 5.11. of the circular CSSF 2000/15 the professional shall at no time engage misleading advertising with respect to the services offered by him. Furthermore, as the information conveyed to the client must be clear, truthful, accurate and complete, the information provided by an investment firm must be fair, clear and not misleading.	
30. The promotional purpose of marketing communications issued by an investment firm must not be disguised.	CSSF	As the information must be clear, the promotional purpose of marketing communications issued by an investment firm must not be disguised.	
31. The information provided by an investment firm in a marketing communication must be consistent with the information it provides to its customers in the course of the provision of the investment services.	CSSF	See 27	
32. Any marketing communication must contain at least the information about the investment firm defined in points a) and b) of paragraph 36. In case of a cross border marketing communication, the information provided must in addition state that information about the firm can also be obtained from or through the competent authority of the Member State where the customer resides.	CSSF	See 27 and 36	
33. An investment firm must not use the name of the competent authority in such a way that would indicate endorsement or approval of its services.	CSSF	According to article 52 (3) of the law of 5 April 1993 on the financial sector no person may, in order to derive any commercial advantage, make reference to its place on an official register and to the fact that it is subject to the supervision of the CSSF.	
34. Where a marketing communication refers to a financial instrument or an investment service it must contain at least the information referred to in points a) and d) of paragraph 40.	CSSF	See 40	

### 2.3) INFORMATION ABOUT THE INVESTMENT FIRM

Standard /Rule	Implementing authority(ies)	Implementing measure	Comments
35. Before providing investment services an investment firm must supply adequate information about itself and the services it provides.	CSSF	According to principle 5 of the circular CSSF 2000/15 the professional shall make adequate disclosure of relevant material information in his dealings its clients. See also 36.	
36. An investment firm must provide customers with the following information prior to the commencement of provision of investment services: the identity of the investment firm, the (financial) group to which the investment firm belongs, its postal address and telephone number; the fact that the investment firm is authorised and/or registered and the name of the competent authority that has authorised and/or registered it; the functions that the investment firm performs so that the customer is able to assess the scope of the firm's responsibilities; the relevant compensation scheme(s); where such a procedure exists, a description of the mechanism(s) for settling disputes between the parties such as an out-of-court complaint and redress mechanism; an outline of the firm's policies in relation to conflicts of interest and inducements; the languages in which the customer can communicate with the investment firm.	CSSF	Upon entering into a business relationship, the professional shall inform the client of his identity, business address, legal status, the nature of his business, together with any expenses chargeable to the client and the identity of the supervisory authority which regulates his business (principle 5.2. of the circular CSSF 2000/15). Furthermore, according to article 36 of the law of 5 April 1993 on the financial sector investment firms must have, in particular, a policy for transactions made by employees for their own account, be structured and organized in such a way as to limit, as much as possible, the risk of conflicts of interests between them and their clients, or the clients themselves, do not harm the interests of clients.	

#### 2.4) INFORMATION ON FINANCIAL INSTRUMENTS AND INVESTMENT SERVICES

Standard /Rule	Implementing authority(ies)	Implementing measure	Comments
37. An investment firm must inform customers of the key features of investment services and financial instruments envisaged, according to the nature of such instruments and services.	CSSF	According to principle 5.2. of the circular CSSF 2000/15 the professional shall inform the client of any expenses chargeable to the client. He shall furthermore inform the client about the products and services offered and draw his attention to the risks inherent in each of these.	
40. The information provided to customers can be delivered using standard documentation but must include the following as a minimum: a description of the main characteristics <sup>9</sup> of the instrument/service, including the nature of the financial commitment, whether the instruments involved are traded on a regulated market or not and the risks involved; price, including commissions, fees and other charges, relating to the transaction, the instrument or service; arrangements for payment and performance; details on any cancellation rights or rights of reflection that may apply.	CSSF	The Circular CSSF 2000/15 does not require a formal documentation containing the information listed under 40. See however also 37. As principle 5.2. of the circular CSSF requires that the professional shall inform the client extensively on the products and services, principle 40 is thus fulfilled.	
38. An investment firm must communicate clearly and precisely to the customer all the charges relating to the services or instruments envisaged and how the charges are calculated.	CSSF	See 37	
41. The information to be disclosed to customers on commissions, charges and fees must contain: the basis or amount of the charges for transactions, products or services, detailing, where appropriate, the percentage or rate applicable, the frequency with which it is applied, any maximum or fixed minimum fees and, where the commission or fee must be paid in foreign currency, the currency involved; if various investment firms are to be involved in a transaction or service, an estimate of the other fees that will be payable.	CSSF	As principle 5 of the circular CSSF 2000/15 requires that the professional shall make adequate disclosure of relevant information in his dealings with his clients, the professional shall disclose its customers all information on commissions, charges and fees. Principle 41 is thus fulfilled.	

<sup>9</sup> If the customer envisages undertaking transactions in derivatives, the information provided must include an explanation of their characteristics (especially the leverage effect, the duration of the contract, the liquidity and volatility of the market), a description of their underlying parameters (e.g. equities/interest rates/currencies), and the method to be used to execute the customer's transactions (in particular, whether on a regulated market or not).

42. In order to give a fair and adequate description of the investment service or financial instrument, an investment firm must avoid accentuating the potential benefits of an investment service or financial instrument without also giving a fair indication of the risks.	CSSF	According to principle 5.4. the professional shall warn the client that losses may be sustained and that past performance is no guarantee of future results.	
43. The fair and adequate description of a compound product must contain all the relevant characteristics of the composite instruments including, for example, the different services involved, the duration of the product, whether the instrument involves credit, the interest due, etc.	CSSF	As according to principle 5 of the circular CSSF 2000/15 the professional shall make adequate disclosure of relevant material information in his dealings with his clients, the requirements of principle 43 shall also be contained in the information to the client.	
44. The information on financial instruments and investment services must not state or imply that the performance of services or of the investment is guaranteed unless there is a legally enforceable arrangement to meet in full an investor's claim under the guarantee. Sufficient detail about the guarantor and the guarantee must be provided to enable the investor to make a fair assessment of the guarantee.		No specific rules	
45. When information provided refers to a particular tax treatment the investment firm must advise the customer that the tax treatment depends on his personal situation and is subject to change and that he may wish to obtain independent tax advice.	CSSF	The principle 45 is fulfilled by the general requirement stated in principle 5 of the circular CSSF 2000/15	
39. If information provided by an investment firm refers either to the past performance or to a forecast of the future performance of a financial instrument or investment service, this information must be relevant to the instrument or service being promoted and the source of the information must be stated.	CSSF	According to principle 5 and 5.4. of the circular CSSF 2000/15, the requirement stated in principle 39 is fulfilled	
46. If a reference to historical performance of investment services or financial instruments is made, it must be clearly expressed that the figures refer to the past, and that they may not constitute reliable guidance as to the performance of these services and instruments in the future.	CSSF	See 42	
47. The use of simulated returns is prohibited. If the information refers to actual returns based on past performance: the reference period must be stated and must not be less than one year; where returns relate to more than one year, they must either be reduced to a compound annual rate or stated separately as annual returns; where a compound annual return is presented for more than one year, a reference period of five years must be used provided the relevant data are available. If the relevant data are not available over a reference period of five years (e.g. because the financial instrument or the investment portfolio has not existed for such a period), the returns may be measured from the issue date or the date on which the portfolio was established; where a benchmark is used to compare returns, it must be identified and its reference period must be relevant, clear and sufficient to provide a		no specific rules	

fair and balanced indication of performance of the investment service or financial instrument being promoted; if the return figures are not denominated in local currency, the currency used must be stated and reference shall be made to the currency risk for the return in local currency; the information for the comparison should be based on net performances or if it is based on gross performances commissions, fees or other charges have to be disclosed.			
48. The relevant provisions on actual returns shall apply to the method of calculating and presenting any future returns. Information on estimated future returns must state that these future returns are forecasts. Such forecasts must in turn be based on objective, realistic assumptions of investment returns.		No specific rules	
49. Any estimate, forecast or promise contained in the information on financial instruments and investment services must be clearly expressed, must state the assumptions on which it is based, must be relevant and must not mislead the customer.	CSSF	According to 5.6. of the circular 2000/15 all information conveyed to the client must be clear, truthful, accurate and complete and presented in language which is comprehensible, in a form which is appropriate manner which reflects the professional 's assessment of the knowledge and experience of his client. See also 42	
50. If information provided contains comparisons, the requirement of being fair, clear and not misleading means that the comparisons must: be based either on data from attributed sources or disclosed assumptions; be presented in a fair and balanced way; take reasonable steps not to omit any fact that is material to the comparison.	CSSF	See 49	

## 2.5) RISK WARNINGS

Standard /Rule	Implementing authority(ies)	Implementing measure	Comments
51. An investment firm must provide its customers with risk statements that warn of the risks associated with financial instruments and transactions having regard to the customer's knowledge, experience, investment objectives and risk profile.	CSSF	According to principle 5.4. of the circular CSSF 2000/15 the professional shall draw the attention of the client to the risks inherent in each of the products and services offered. The professional shall	

		assess the degree of the client's expertise in terms of his grasp of the nature of the transactions envisaged and understanding of the risks inherent therein (principle 4.3. of the circular 2000/15).	
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<p>53. An investment firm must provide its customers with risk warnings as appropriate. Instances where the type of instrument or transaction envisaged makes specific risk warnings necessary include:</p> <ul style="list-style-type: none"> <li>financial instruments not traded on a regulated market;</li> <li>transactions in illiquid financial instruments;</li> <li>leveraged transactions;</li> <li>financial instruments subject to high volatility in normal market conditions;</li> <li>securities repurchase agreements or securities lending agreements;</li> <li>transactions which involve credit, margin payments or the deposit of collateral;</li> <li>transactions involving foreign exchange risk.</li> </ul>	<p>CSSF</p>	<p>Principle 5.5 of the Circular 2000/15 provides that the client wishes to invest in products which may carry high level of risk such as derivatives or other leveraged instruments, the professional shall seek to understand the client's specific investment objectives and shall convey to the client, where applicable and prior to the execution of any transactions, all material information relevant to an understanding of the proposed transaction and shall inform the client of the risks inherent therein, by obtaining the client's formal acceptance evidenced by his signature on a written warning notice. The same shall apply where, during the course of his dealings with the client, the latter proposes to transact in financial instruments, which, by virtue of their nature or their specific type of by the amounts involved, fall outside the usual scope of the client's regular dealings.</p> <p>The Professional shall inform the client that he will be liable, where applicable, for margin calls and for amounts required to close out any open positions.</p> <p>See also 42</p>	
<p>53. The investment firm must also, where necessary, inform the customer of risks associated with:</p> <ul style="list-style-type: none"> <li>clearing house protections (e.g. that although the performance of a transaction is sometimes 'guaranteed' by the exchange or clearing house this guarantee will not necessarily protect the customer in the event of default by the investment firm or another counterparty);</li> <li>suspension of trading or listing (e.g. that under certain trading conditions it may be impossible to liquidate a position);</li> <li>insolvency (e.g. that in the event of default of an investment firm involved with the customer's transaction, positions may be liquidated automatically and actual assets lodged as collateral may be irrecoverable).</li> </ul>	<p>CSSF</p>	<p>Principles 5.6. and 5.5 of the circular CSSF 2000/15</p>	

52. Risk warnings must be given due prominence. They must not be concealed or masked in any way by the wording, design or format of the information provided.	CSSF	Principle 5.5 of the circular CSSF 2000/15	
54. Risk warnings about derivatives must disclose that the instrument can be subject to sudden and sharp falls in value. Where the investor may not only lose his entire investment but may also be required to pay more later, he must also be warned about this fact and the possible obligation to provide extra funding.	CSSF	Principle 5.5 of the circular CSSF 2000/15	

## 2.6. CUSTOMER REPORTING

Standard /Rule	Implementing authority(ies)	Implementing measure	Comments
55. An investment firm must ensure that a customer is provided promptly with the essential information concerning the execution of his order.	CSSF	According to principle 3.2. of the circular CSSF 2000/15 the professional must be capable at all times of producing detailed documentation in support of individual transactions. Furthermore, pursuant to principle 5.9. the professional shall forward to the client all confirmations and other information regarding transactions performed and the effective state of affairs of the portfolio without undue delay and at reasonable intervals according to the nature of the investments concerned.	

<p>58. No later than the first business day following the execution of the transaction or receipt of confirmation of execution by a third party, an investment firm must send to the customer<sup>10</sup>, by fax, mail or electronic means (provided the firm reasonably believes that the customer can store it on a permanent medium), a contract note or confirmation notice which includes the following information:</p> <ul style="list-style-type: none"> <li>the name of the firm;</li> <li>the name of the customer account;</li> <li>the time of execution, if available, or a statement that the time of execution will be supplied on request;</li> <li>date of execution;</li> <li>the type of transaction; e.g. buy, sell, subscription etc.;</li> <li>the market on which the transaction was carried out or the fact that it was carried out off-market;</li> <li>the financial instrument and the quantities involved in the transaction;</li> <li>the unit price applied and the total consideration;</li> <li>whether the customer's counterparty was the investment firm itself or any related party;</li> <li>the commissions and expenses charged;</li> <li>the time limit and procedure for the settlement of the transaction, e.g. details (name and number) of the bank account and securities account.</li> </ul> <p>If a transaction is not executed within one business day of receipt of the customer order, an investment firm must send a written confirmation of the order to the customer. The confirmation notice must include customer order details, date and time of reception and, where applicable, date and time of transmission.</p>	<p>CSSF</p>	<p>The professional shall in all cases inform the client of the capacity (principal or agent) in which he is party to a transaction. The professional shall possess the resources necessary to respond to any simple enquiry from the client as to the commitments entered into on his behalf (principles 5.7 and 5.8. (see 55) of the circular CSSF 2000/15). As the principle 5.9. mentioned before is written in large terms, all the information contained in 58 must be provided to the client.</p> <p>In addition, chapter XI on the rules of conduct of the governing measures of the LSE the stock exchange's member shall, where it acts as a counterparty of the client, inform the client of the calculation basis for the bid or ask margin applied, depending on the nature of the trade and in any case, inform the client of the status (principal or counterparty) retained by the intermediary.</p>	
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<sup>10</sup> The reference to "send to the customer" includes to a tied-agent, other than the firm, nominated by the customer in writing.

59. The investment firm must notify the customer immediately if it refuses to accept or transmit an order. The firm must inform customers as soon as possible if it is unable to transmit their orders.	CSSF	See 55 and 58	
56. Where an investment firm has control of, or is holding assets belonging to a customer, it must arrange for proper identification and regular confirmation of such assets to the customer.	CSSF	According to circular LMI 91/78 on portfolio managers, the portfolio manager shall keep a complete and detailed bookkeeping on the assets belonging to its customers and arrange for proper identification in compliance with the legal provision on money laundering	
60. An investment firm must send to its customer at least once a year or as often as agreed with the customer a statement of all assets held in custody on behalf of each customer. The statement must also: identify assets which have been pledged to the firm or any third parties as collateral; identify assets which have been lent; clearly and consistently show movement of assets based on either trade date or settlement date.	CSSF	See 55 and 58	
57. An investment firm that operates customer accounts, which include uncovered open positions, must provide regular statements of such positions.	CSSF	See 55, 56 and 60	
61. Where an account includes uncovered open positions <sup>11</sup> , an investment firm must send to its customer a monthly statement, which includes the following: information about the options contract, e.g. market price, date of exercise, exercise price, as well as any incidental costs connected with the exercise; each payment made by the customer as a result of the margin requirements in respect of the open positions and the amount of the unrealised profit or loss attributable to open positions; the resulting profit or loss arising from positions closed during the period.	CSSF	See 55 and 56	

<sup>11</sup> Examples of uncovered open positions include:

- (1) short positions on cash instruments;
- (2) selling a call option on an investment not held in the portfolio;

### 3. THE “KNOW-YOUR-CUSTOMER STANDARD” AND THE DUTY TO CARE

#### 3.1 INFORMATION FROM THE CUSTOMER

Standard /Rule	Implementing authority(ies)	Implementing measure	Comments
<p>62. Prior to providing any investment service to a customer for the first time and throughout the business relationship, an investment firm must be in possession of adequate documentation on the identity of the customer, as well as the identity and legal capacity of any representative of the customer.</p> <p>In addition, prior to providing any investment service the investment firm must seek to obtain from the customer information enabling an investment firm to determine whether the investment services envisaged are appropriate for the customer<sup>12</sup> and to meet any duties owing to the customer in respect of the services to be provided.</p>	CSSF	<p>According to principle 4 of the circular CSSF 2000/15 the professional shall seek his clients’ information regarding their financial situation, investment experience and objectives as regards the services requested.</p> <p>Upon entering into a business relationship, the professional shall ensure that he obtains from the client information regarding the client’s identity, personal or business address, legal status, legal capacity and any restrictions of an occupational or professional nature. The professional shall ensure the information referred to above is kept regularly up to date (principles 4.1. and 4.4. of the circular CSSF 2000/15).</p> <p>See also 65</p>	

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(3) unsettled sales of call options on currency in amounts greater than the portfolio’s holding of that currency in cash or in readily realisable securities denominated in that currency;  
(4) transactions having the effect of ‘selling’ an index to an amount greater than the portfolio’s holdings of designated investments included in that index.

<sup>12</sup> This is not considered to be investment advice according to the definition of the paper.

<p>63. The “know-your-customer” standard applies to each investment firm having a direct business relationship with the customer with respect to investment services. However, where two or more investment firms are involved in providing an investment service and each has a direct relationship with the customer, an investment firm may rely on the information received from another of such investment firms.</p>	<p>CSSF</p>	<p>According to the circular LMI 94/112 on money laundering, the professional of the financial sector who delegates some technical tasks on identification of its customers, such delegation shall only be provided by the directors to a qualified professional of the financial sector. The CSSF accepts therefore only credit institutions and other professionals of the financial sector established in Luxembourg or credit institutions or other professionals of the financial sector established in another country and submitted to the supervision by the competent authority. In the latter case a written contract describing the precise delegated tasks in compliance with Luxembourg legislation must be concluded with the foreign professional.</p> <p>In general, the circular describes in a detailed way the obligations of the professionals of the financial sector to respect for the identification of its clients, the identification of the beneficial owner, the identification of occasional clients, the obligations of internal control of anti-money laundering obligations, the denunciation of any suspicion of money laundering and the cooperation with the competent authorities.</p>	
<p>64. An investment firm must obtain evidence of the identity of its customers in accordance with national laws and regulations implementing the provisions of Council Directive 91/308 on the prevention of the use of the financial system for the purpose of money laundering. Until such evidence is obtained, an investment firm must not provide any investment services to the customer concerned.</p>	<p>CSSF</p>	<p>Pursuant to principle 4.1. of the circular CSSF 2000/15 upon entering into a business relationship, the professional shall ensure that he obtains from the client’s identity, personal or business address, legal status, legal capacity and any restrictions of an occupational or professional nature. See also 63</p>	

<p>65. An investment firm must seek to obtain information on the customer's knowledge and experience<sup>13</sup> in the investment field, his investment objectives and risk profile,<sup>14</sup> his financial situation/capacity and any trading restrictions applicable to the customer. The extent of the information required will vary according to the standards laid down in paragraph 62, second subparagraph.</p>	<p>CSSF</p>	<p>The professional shall make such enquiries of his client as he considers necessary to ensure an appropriate service tailored to the client's circumstances. Such enquiries shall deal with the client's financial position, investment objectives (long-term / short-term, regular income requirement or none, risk profile), investment experience and expertise. The professional shall assess the degree of the client's expertise in terms of his grasp of the nature of the transactions envisaged and understanding of the risks inherent therein (principles 4.2. and 4.3. of the circular CSSF 2000/15).</p>	
<p>66. An investment firm shall be entitled to rely on the information provided by the customer, unless it is manifestly inaccurate or incomplete or the firm is aware that the information is inaccurate or incomplete. In this case paragraph 69 applies.</p>		<p>No specific rules</p>	
<p>67. An investment firm must take reasonable care to keep the customer profile under review, also taking into consideration the development of the relationship between the investment firm and the customer. The customer must be advised that he should inform the investment firm of any major changes affecting his investment objectives, risk profile, financial situation/capacity, trading restrictions, or the identity or capacity of his representative. Should the firm become aware of a major change in the situation previously described by the customer, it must request additional information.</p>	<p>CSSF</p>	<p>The professional shall ensure the information referred to above is kept regularly up to date (principle 4.4. of the circular CSSF 2000/15) This principle implies that the customer shall inform the investment firm of any major changes.</p>	
<p>68. An investment firm must draw up and implement appropriate written internal policies and procedures to keep and update all documents required for customer identification and profile, as well as records of customer addresses and telephone/fax numbers.</p>	<p>CSSF</p>	<p>As the principles laid down in the circular CSSF 2000/15 must be implemented by the professionals by adopting an internal code of conduct, the professional shall adopt internal policies of updating.</p>	

<sup>13</sup> Information on the customer's investment knowledge and experience includes the types of services, transactions and products the customer is familiar with and his trading history, i.e. the nature, volume, frequency and timeframe of his transactions.

<sup>14</sup> Information on the customer's investment objectives and risk profile includes the temporal horizon of the customer's future investments, as well as his preferences regarding risk-taking and recurrent income.



69. An investment firm must warn the customer that any refusal to supply information may adversely affect the ability of the investment firm to act in the best interest of the customer. If a customer refuses to supply information the investment firm must warn him in writing that this may adversely affect the ability of the investment firm to act in his best interest.	CSSF	The circular LMI 94/112 on money laundering requests in principle that the professional of the financial sector shall proceed to a complete identification before providing any services to the customer.	
70. The customer should not be invited not to provide information.	CSSF	See 69	

### 3.2 THE INVESTMENT FIRM'S DUTY TO CARE FOR THE CUSTOMER <sup>15</sup>

Standard /Rule	Implementing authority(ies)	Implementing measure	Comments
72. When an investment firm provides investment advice to the customer, it must have reasonable grounds to believe, in light of the information disclosed to it by the customer and the information available to it, including the information arising from the customer relationship, that this investment advice is suitable for him. The investment firm must communicate the reasons why the advice is considered to be in the best interest of the customers at the time the advice is given.	CSSF	As the circular CSSF 2000/15 provides that the professional shall act in the best interests of his clients and as the professional shall make such enquiries of his client as he considers necessary to ensure an appropriate service tailored to the client, the investment firm thus complies with the requirements foreseen in paragraph 72.	

<sup>15</sup> After having obtained the information from the customer according to chapter 3.1., the extent of an investment firm's duty to care for the customer depends on the nature of the investment service to be provided: where the service to be provided is a full hand-holding service of transmission or execution of order par. 72-76 apply; where the service to be provided is the pure transmission or execution of orders (This implies that no investment advice is provided and that suitability will not be tested on a transaction-by-transaction-basis) par. 74, 76 and 77 apply.

73. Before accepting an order an investment firm must take reasonable care to verify that the order is suitable for the customer in light of the information disclosed to it by the customer and the information available to it, including the information arising from the customer relationship.	CSSF	See 72	
75. Where an investment firm receives an order regarding a transaction that it considers – in the light of the information disclosed to it by the customer and the information available to it, including the information arising from the customer relationship – not suitable <sup>16</sup> for the customer, it must advise the customer accordingly and provide appropriate information on the transaction, including any necessary risk warning. The investment firm may transmit or execute the order only if the customer nonetheless confirms his intention to proceed with the transaction in writing or by telephone and recorded, and provided that such confirmation contains an explicit reference to the warning received.	CSSF	See 72	
74. An investment firm must take reasonable care to verify that the customer has sufficient financial resources to settle the proposed transaction.	CSSF	Pursuant to the principle 3.3. of the circular CSSF 2000/15 the professional who executes leveraged transactions must possess the appropriate resources for his type of business, in particular to ensure the monitoring and control of positions. Concerning in general the verification that the customer has sufficient financial resources to settle the proposed transaction, is a common practise principle.	
76. An investment firm may accept an order without having taken reasonable steps to verify the immediate availability of the funds (securities) necessary for carrying out the related purchase (sale) only if an adequate credit facility has been agreed on beforehand.	CSSF	See 74	

<sup>16</sup> A transaction may be considered unsuitable for a customer, *inter alia*, because of the instrument involved (e.g. derivatives), because of the type of transaction (e.g. sale of options), because of the characteristics of the order (e.g. size or price specifications) or because of the frequency of the customer's trading.

<p>77. Where the service to be provided is the pure transmission or execution of orders (either through a special distribution channel, in individual cases or generally) the customer must be made aware of this fact prior to the transaction taking place for the first time. On the basis of the information obtained from the customer on opening the account, the investment firm will define an appropriate service including investment parameters, i.e. types of instruments, types of transactions and types of orders, and inform the customer accordingly. Where the investment firm receives an order regarding a transaction, which is not in line with the defined investment parameters, it must warn the customer accordingly and provide appropriate information on the transaction, including any necessary risk warning(s). The investment firm may transmit or execute the order only if the customer nonetheless confirms his intention to proceed with the transaction in writing or by telephone and recorded, and provided that such confirmation contains an explicit reference to the warning received.</p>	<p>CSSF</p>	<p>See 53</p>	
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#### 4. CUSTOMER AGREEMENTS

##### 4.1) BASIC CUSTOMER AGREEMENT

Standard /Rule	Implementing authority(ies)	Implementing measure	Comments
78. Prior to providing any investment service, an investment firm must	CSSF	According to principle 1.1 of the circular	

<p>enter into a signed written agreement with the customer setting out the rights and obligations of the parties, a description of the services to be provided, and all other items of information necessary for the proper understanding and performance of the agreement.</p>		<p>CSSF 2000/15 the professional shall ensure that client transactions are executed on the basis of clearly-defined contractual provisions.</p>	
<p>79. The customer agreement must be clear and easily understandable by the customer.</p>	<p>CSSF</p>	<p>As the circular CSSF 2000/15 requires that the professional shall act in the best interest of the clients, the customer agreement must by itself be clear and easily understandable.</p>	

<p>80. The customer agreement must contain the following items as a minimum:</p> <p>the identity, postal address and telephone number of each of the parties;</p> <p>the names of any persons authorised to represent the customer for the purposes of the agreement, in particular the names of the natural persons authorised to represent the customer who is a legal entity;</p> <p>the investment firm's general terms of business for investment services and any particular terms agreed between the parties concerning, e.g. margin requirements or potential obligations where securities may be purchased on credit</p> <p>a general description of the investment services, including custody, offered by the investment firm and the types of financial instruments to which such services relate;</p> <p>the types of orders and instructions that the customer may place with the investment firm, the medium/media for sending them (e.g. by telephone, E-mail or post) and the alternative medium to be used when normal media are unavailable;</p> <p>the information to be given by the investment firm to the customer regarding the performance of services including the medium/media for sending the information and the type, frequency and rapidity of the information to be given e.g. regarding order execution or portfolio evaluation;</p> <p>details of the investment firm's fees and prices for investment services, including information on how they are to be calculated, the frequency with which they are to be charged and the manner of payment;</p> <p>the name of the competent authority which has authorised the investment firm;</p> <p>the law applicable to the contract, as ascertained to the best of the knowledge of the firm or as agreed between the parties;</p> <p>the duration of the agreement and the procedures for amending, renewing, terminating or withdrawing from it;</p> <p>where such a procedure exists, a description of the mechanism for settling disputes between the parties such as an out-of-court complaint and redress mechanism;</p> <p>the actions that the investment firm shall or may take in the event the customer does not honour his obligations (e. g. payment of money due to the investment firm), in particular whether the investment firm is allowed to dispose of any of the customer's assets, the timeframe for doing so and the information to be given to the customer in such circumstances;</p> <p>the languages in which the customer can communicate with the investment firm.</p>	<p>CSSF</p>	<p>There are no legal specific provisions but as the principle 1.1 according to which the professional shall ensure that client transactions are executed on the basis of clearly-defined contractual provisions, is very broadly written, the details listed under paragraph 80 have to be included in the contract in order to fulfil the requirement of being clearly-defined.</p>	
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81. Rather than containing all the above items itself, the contract may refer to other documents containing certain of them, e.g. the general terms of business, the types of investment services offered, the types of orders and information to be sent by the parties and the fee schedule, provided that all the contractual documents so referred to are provided to the customer prior to the signing of the contract.	CSSF	See 80	
82. Where a custody service related to the other services provided by the firm to the customer is provided, either directly by the investment firm party to the contract with the customer or indirectly by another investment firm, the contract must contain at least a brief indication of the rights and obligations of the parties, including the provisions relating to the exercise of voting rights attaching to the securities held.	CSSF	See 80	
83. The contract must state that any modification of the agreement by the investment firm, e.g. regarding fees, requires the prior notification of the customer, and the contract must provide a sufficient opportunity for the customer to terminate the agreement.	CSSF	See 80	
84. A copy of the agreement signed by the customer (and any related contractual documents) must be kept by the investment firm for the duration of the customer relationship and for at least five years after the end of the relationship; a copy must be provided to the customer immediately after signing, and at any time subsequently on request.	CSSF	According article 39 (6) of the law of 5 April 1993 on the financial sector the professional of the financial sector shall keep any documents relevant for money laundering issues for at least 5 years. Furthermore, according the general principle laid dawn in article 11 of the commercial code, the documents must be kept for 10 years.	

#### 4.2) CUSTOMER AGREEMENT INVOLVING TRADING IN DERIVATIVES

Standard /Rule	Implementing authority(ies)	Implementing measure	Comments
<p>85. Prior to providing the services of reception/transmission and/or execution of orders involving derivatives, a customer agreement containing the relevant provisions of the basic customer agreement as well as certain additional provisions specific to trading in derivatives must be signed between the parties.</p>	<p>CSSF</p>	<p>Where a client wished to invest in products which may carry a high level of risk such as derivatives or other leveraged instruments, the professional shall seek to understand the client's specific investment objectives and shall convey to the clients, where applicable and prior to the execution of any transaction, all material information relevant to an understanding of the proposed transaction and shall inform the client of the risks inherent herein, by obtaining the client's formal acceptance evidenced by his signature on a written warning notice (principle 5.5. of the circular CSSF 2000/15). Furthermore, as there are no specific provisions concerning services relating to orders involving derivatives, the principle 1.1. of the circular CSSF 2000/15 providing that the professional shall ensure that client transactions are executed on the basis of clearly-defined contractual provisions is also applicable. Client transactions relating to derivatives must thus be executed on the basis of clearly-defined contractual provisions.</p>	

<p>86. In addition to the relevant items of the basic customer agreement, where the firm provides services involving derivatives, the customer agreement must contain:  the type(s) of instruments and transactions envisaged,  the obligations of the investment firm with respect to the transactions envisaged, in particular its reporting and notice obligations to the customer,  the obligations of the customer with respect to the transactions envisaged, in particular his financial commitments toward the investment firm and the time allowed for honouring such commitments,  an appropriate warning calling to the customer's attention the risks involved in the transactions envisaged.</p>	CSSF	<p>There are no specific legal provisions but as principle 1.1. according to which the professional shall ensure that client transactions are executed on the basis of clearly-defined contractual provisions of the circular CSSF 2000/15 is very broadly written, the details contained in 86 – 90 shall be included in the customer agreement concerning services relating to orders involving derivatives.</p>	
<p>87. The contract must mention the types of transactions envisaged, in particular whether the customer intends to undertake transactions giving rise to contingent liabilities, the types of instruments envisaged, in particular whether they are traded on a regulated market or not, and it must refer to the documentation on such instruments provided by the investment firm to the customer for information purposes.</p>	CSSF	See 86	
<p>88. The contract must provide for the immediate confirmation of derivatives transactions and the immediate notice to the customer of his payment obligations as they arise, as well as the procedures to be used for such confirmation and notice.</p>	CSSF	See 86	
<p>89. The contract, or the documentation referred to in the contract, must provide adequate information on any margin requirements or similar obligations, regardless of the source of such rules and requirements, e.g. an exchange or clearing house, or the investment firm itself. This document must indicate how margin will be calculated and charged, the assets (cash, securities, etc.) accepted as margin, the frequency of margin calls and the timetable for the delivery or payment of margin by the customer to the investment firm. The contract must require immediate notification to the customer of any change in margin rules.</p>	CSSF	See 86	
<p>90. The warning given to the customer should reflect the transactions envisaged, in particular where potential losses may exceed the amounts invested, as well as the experience, knowledge and financial situation/capacity of the customer or type of customer involved, and should be given due prominence in the contract.</p>	CSSF	See 86	

**5.- DEALING REQUIREMENTS**



## 5.1) RECEPTION AND TRANSMISSION OF CUSTOMER ORDERS

Standard /Rule	Implementing authority(ies)	Implementing measure	Comments
91. An investment firm must record and process customer orders in accordance with the customer's instructions and in such a way as to facilitate best execution.	CSSF	According to principle 1.2. of the circular CSSF 2000/15 the professional shall do his utmost to see that orders received and accepted by him are executed on the best possible terms, in the light of such factors as particular client requests, the conditions prevailing in the market(s) concerned and the purpose of the orders received.	
93. An investment firm must ensure that, prior to their transmission for execution, orders given by customers are clear and precise and include the following: the name of the customer and of any person acting on his behalf, the date and time of the order, the financial instrument to be traded, the size of the order, the nature of the order, e.g., subscription, buy, sell, exercise etc., any other relevant details and particular instructions from the customer for the order to be properly transmitted and executed, e.g. limit orders, validity period and market of execution; the account for which the order has to be executed.		No specific rules	
94. An investment firm must record orders immediately, documenting and verifying all relevant items of proper execution.	CSSF	According to Circular LMI 93/102, investment firms must record orders immediately documenting and verifying all relevant items of proper execution.	
95. An investment firm must keep a record of telephone orders on magnetic tape or an equivalent medium. Investment firms must duly inform the customer that the conversation will be recorded.	CSSF	See 94	

96. Before transmitting orders on behalf of several beneficiaries on an aggregated basis, an investment firm must pre-assign such orders in order to ensure that they can identify and match the orders with the relevant customer at any time.	CSSF	According to principle 1.6 of the circular CSSF 2000/15 a professional who adopts the practice of placing block orders on behalf of several parties, the basis of allocation between the parties shall be established in advance of any commitment.	
97. An investment firm must transmit orders promptly and sequentially and must take all reasonable care to transmit orders in a way to facilitate their best execution, taking into account all relevant details of the process of transmission, e.g. the size and characteristics of the order.	CSSF	The professional shall ensure that the orders received and accepted by firms are executed promptly and on a first come, first served basis (principle 1.3 of the circular CSSF 2000/15)	
92. An investment firm must ensure that the firm and its members of the board, directors, partners, employees and tied-agents do not use the information they possess on customers orders to the disadvantage of customers' interest.	CSSF	Where instructed to execute a client order liable to influence a market price, no professional shall at any time prior to the execution of such order intervene directly or indirectly on the market in order to gain advantage. The professional shall ensure his staff comply with this rule (principle 1.8. of the circular CSSF 2000/15). Furthermore, at no time shall he manipulate the market, either alone or in concert, for his own benefit or for that of a third party, by means of a single act or series of acts of whatever nature, intending actively or passively to mislead or misrepresent, without prejudice to the professional's right to intervene in the market in order to ensure the success of an offering or to stabilise a market price (principle 1.7.). Thus, a professional shall not use the information they possess on customers' orders to the disadvantage of customers' interest.	
98. An investment firm must take all reasonable steps to refrain from transmitting orders for its own account or the account of its members of the board, directors, partners, employees and tied-agents before those of customers in identical or better conditions than the latter ("front running").	CSSF	See 92 above	
99. An investment firm, which aggregates orders, must pre-assign such orders prior to transmitting them.	CSSF	Where the professional adopts the practice of placing block orders on behalf of several parties, the basis of allocation between the parties shall be established in	

		advance of any commitment (principle 1.6. of the circular CSSF 2000/15).	
100. An investment firm may transmit orders for its own account and for its customers account on an aggregated basis when it is clearly in accordance with the best interest of the customer and provided that the best execution standard is respected.	CSSF	As according to principle 1.2. of the circular CSSF 2000/15 the professional shall do his utmost to see that orders received and accepted by him are executed on the best possible terms, an investment firm may transmit orders for his own account and for the account on an aggregated basis when it is clearly in accordance with the best interest of the customer and provided that the best execution standard is respected.	

101. In the case of orders in connection with public offers of securities, an investment firm may transmit such orders provided that they offer the relevant prospectus to the customer or informs the customer where it is available.	CSSF	As according to principle 5 of the circular CSSF 2000/15 the professional shall make adequate disclosure of relevant material information in his dealings with his clients, the professional shall also comply with principle 101.	
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## 5.2) EXECUTION OF ORDERS

Standard /Rule	Implementing authority(ies)	Implementing measure	Comments
102. An investment firm must take all care to obtain the best possible result for the customer with reference to price, costs born by the customer, size, nature of the transactions, time of reception of order, speed and likelihood of execution and trading venue taking into account the state of the relevant market(s). The relevant market(s) shall be deemed to be the market(s) offering the most favourable trading conditions also in terms of transparency, liquidity and clearing and settlement arrangements in connection with the envisaged transaction. If the investment firm executes in another trading venue, it must be able to demonstrate to the customer that this was done in accordance with his best interest.	CSSF	According to principle 1.2. of circular CSSF the professional shall do his utmost to see that orders received and accepted by him are executed on the best possible terms, in the light of such factors as particular client request, the conditions prevailing in the market(s) concerned and the purpose of the orders received. The professional shall ensure that orders received and accepted by him are executed promptly and on a first come, first served basis. Order execution may be deferred where the professional considers that such deferral is in the best interests of the originator of the order. In these circumstances, he shall inform the originator as soon as possible where a specific execution date was stipulated (principle 1.3.).	

<p>104. An investment firm acting as principal in relation to a customer order must inform the customer accordingly beforehand and must be in a position to justify the price at which the transaction is executed, with reference to the prices and volumes in the relevant market(s), where appropriate, or the presumed value determined on the basis of objective elements, e.g. mark-to-market.</p>	<p>CSSF</p>	<p>As according to principle 3.2. of the circular CSSF 2000/15 the professional must be capable at all times of producing detailed documentation in support of individual transactions, an investment firm acting as principal in relation to a customer order, shall comply with the standard 104.</p>	
<p>105. An investment firm must take all reasonable steps to refrain from executing orders for its own account or the account of its members of the board, directors, partners, employees and tied-agents before those of customers in identical or better conditions than the latter (“front running”).</p>	<p>CSSF</p>	<p>As pursuant to principle 1.7. of the circular CSSF 2000/15 the professional shall at no time manipulate the market and as “front-running” constitutes one form of market manipulation, the investment firm must comply with the principles laid down in this paragraph 105.</p>	
<p>103. An investment firm must ensure that orders are executed in accordance with the instructions from the customer.</p>	<p>CSSF</p>	<p>The professional shall do its utmost to execute the orders according to the clients’ requests (principle 1.3.of the circular CSSF 2000/15).</p>	
<p>106. An investment firm must execute orders promptly and sequentially, unless the characteristics of the order and/or prevailing market conditions make this impossible or require otherwise in the interest of the customer.</p>	<p>CSSF</p>	<p>The principle 1.3. of the circular CSSF 2000/15 requires that the professional shall ensure that the orders received and accepted by him are executed promptly and on a first come, first served basis. The professional shall only defer the execution of orders where he considers such deferral is in the best interests of the originator of the order.</p>	

<p>107. Customer orders may be matched internally only if such offsetting is clearly in accordance with the best interest of the customers involved and provided that the best execution standard is respected.</p>	<p>CSSF</p>	<p>As according to principle 1.2. of the circular CSSF 2000/15 the professional shall do his utmost that received and accepted orders are executed in the best possible way, the professional shall thus also comply with principle 107.</p>	
<p>108. If an investment firm aggregates orders, it must pre-assign such orders prior to executing them.</p>	<p>CSSF</p>	<p>Where a professional adopts the practice of placing block orders on behalf of several parties, the basis of allocation between the parties shall be established in advance of any commitment. (principle 1.6. of the circular CSSF 2000/15).</p>	
<p>109. The price received or paid by the customer shall be identified separately from the fees and costs to the customer.</p>		<p>No specific rules</p>	
<p>110. An investment firm must inform customers of relevant risks or impediments for the proper execution of the orders. If, due to market conditions, or for any other reason, an order cannot be executed according to the instructions given by the customer, an investment firm must ensure that the customer is duly informed as soon as possible.</p>	<p>CSSF</p>	<p>As according to principle 5.4.of the circular CSSF 2000/15 the professional shall inform the client about the available products and services and the inherent risks, the professional shall also comply with principle 110.</p>	

### 5.3) POST- EXECUTION OF ORDERS

Standard /Rule	Implementing authority(ies)	Implementing measure	Comments
111. An investment firm must ensure the proper and speedy recording, allocation and distribution of executed transactions.	CSSF	The professional shall ensure that orders are executed promptly (principle 1.3. of the circular CSSF 2000/15) and shall forward to the client all confirmations and other information regarding transactions (principle 5.9.).	
113. An investment firm must record the essential elements of transactions, including those carried out for its own account, immediately after their execution. An investment firm must record in an analogous manner the orders they give and the transactions they carry out for the purpose of remedying errors made in recording, transmitting or executing orders.	CSSF	As the professional shall forward to the client all confirmations and other information regarding transactions, the professional shall record the information as listed in this paragraph 113.	
114. An investment firm must ensure that once a transaction is executed it is promptly allocated to the account of the relevant customer(s).	CSSF	As the professional shall act in the best interests of his clients (principle 1 of the circular CSSF 2000/15) and shall ensure that the orders are executed in the best possible way (principle 1.2), the professional shall ensure that once a transaction is executed it is promptly allocated to the account of the relevant customer(s).	

<p>112. Where orders for own and customer accounts have been aggregated, the investment firm must not allocate the related trades in any way that is detrimental to any customer. If such an aggregated order is only partially executed, allocation to customers must take priority over allocation to the investment firm.</p>	<p>CSSF</p>	<p>Pursuant to principle 3 on the rules of conduct of the governing measures of the LSE the stock exchange's member shall refrain from giving priority to the own account orders to the detriment of client orders. Furthermore, the general rule laid down in principle 1.2. of the circular CSSF 2000/15 stating that that the professional shall do it utmost are executed on the best possible terms, the rule laid don in this principle 112 shall be respected by an investment firm.</p>	
<p>115. Where an order has been executed in several tranches, the investment firm must inform the customer about the price of execution of each tranche, unless the customer requests an average price. If customer orders have been aggregated and such an aggregated order has been partially executed, the investment firm must allocate the related trade on a proportional basis, unless the firm has a different allocation policy and the customers involved have been informed accordingly prior to the execution. An investment firm must have procedures in place to prevent that reallocation of principal transactions executed along with customers transactions on an aggregated basis give unfair preference to the investment firm or to any of its customers for whom it deals.</p>	<p>CSSF</p>	<p>There are no specific provisions but as the principles laid down in circular CSSF 2000/15 are very broadly written, the rules laid down in principle 115 shall be respected.</p>	

## 6. INDIVIDUAL DISCRETIONARY PORTFOLIO MANAGEMENT

In addition to the foregoing standards and rules, additional provisions apply to the service of individual portfolio management.

### 6.1. CUSTOMER AGREEMENTS FOR DISCRETIONARY PORTFOLIO MANAGEMENT

Standard /Rule	Implementing authority(ies)	Implementing measure	Comments
116. Prior to the provision of any discretionary portfolio management	CSSF	Where the service proposed consists in	



<p>service, a customer agreement containing the relevant provisions of the basic customer agreement mentioned above, as well as certain additional provisions specific to portfolio management must be signed between the parties.</p>		<p>portfolio management, the contract between the parties shall, as a minimum, stipulate the investment objectives, the classes of instrument which the portfolio may contain, the manner in which the management of the portfolio will be reported to the investor, the duration of the contract, its terms of renewal and termination, together with the basis on which the professional will be remunerated. Where the professional delegates management of the portfolio to another professional, the contract shall refer to this arrangement and to the identity of the professional, the contract shall refer to this arrangement and to the identity of the professional to whom management is to be delegated (principle 5.3. of the circular CSSF 2000/15).</p>	
<p>118. Instead of the items referred to in paragraph 80.e) , the customer agreement must contain: the management objective(s) and any specific constraints on discretionary management, the types of financial instruments that may be included within the portfolio and the types of transactions that may be carried out in such instruments, including any related limits.</p> <p>In addition to the above, the customer agreement must contain: without prejudice of paragraph 121, the benchmark against which performance will be compared, the basis on which the instruments are to be assessed at the date of valuation, details regarding the delegation of the management function where this is permitted.</p>	<p>CSSF</p>	<p>See 116</p>	

<p>119. The contract must indicate the objectives and the level of risk agreed upon, and any particular constraints on discretionary management resulting from the customer's personal circumstances as referred to in paragraph 62 or his request to exclude certain types of investments (certain business sectors for example).</p>	<p>CSSF</p>	<p>According to principle 5.4. of the circular 2000/15 the professional shall inform the client about the products and services offered and draw his attention to the risks inherent in each of these. The professional shall warn.</p>	
<p>120. If an investment firm is mandated to invest in any of the following types of instruments or to undertake any of the following types of transactions, the contract must state so explicitly and provide adequate information on the scope of the investment firm's discretionary authority regarding these instruments and transactions:  financial instruments not traded on a regulated market,  - illiquid or highly volatile financial instruments,  leveraged transactions,  securities repurchase agreements or securities lending agreements,  transactions involving credit, margin payments or deposit of collateral,  transactions involving foreign exchange risk.</p>	<p>CSSF</p>	<p>See 116</p>	
<p>121. For information purposes with respect to the customer, the contract must indicate an appropriate benchmark, based on financial indicators produced by third parties and in common use, that is consistent with management objectives and against which the future results are to be compared. Where it is not feasible to establish such a benchmark in view of specific customer objectives, this must be stated clearly in the contract and an alternative measure of performance must be indicated.</p>	<p>CSSF</p>	<p>See 116</p>	
<p>122. The contract must state whether the financial instruments are to be valued at bid/ask or offer or mid-market price, including any relevant currency exchange rates, and, where relevant, by reference to indicators such as yield curves or other pricing models or the methodology to be used to value unlisted equities.</p>	<p>CSSF</p>	<p>See 116</p>	

<p>123. The contract must define a specific reporting requirement in the event of losses, defined as a marked-to-market decrease in the value of the portfolio as compared to the value of the portfolio as stated in the most recent periodic report (after neutralisation of any contributions or withdrawals). The contract must set a percentage threshold and a time period to warn the customer accordingly.</p>	<p>CSSF</p>	<p>In the event of a significant loss arising as a result of investments made on behalf of the client under a discretionary mandate, the professional shall inform the client promptly of the status of his portfolio. Where the client enters in a "hold-mail" arrangement with a financial sector professional, the applicable significant loss sustained in the context of a discretionary portfolio management mandate (principle 5.10. of the circular CSSF 2000/15).</p>	
<p>124. If the contract provides for a variable management fee based on the performance of the management service, the method of calculation must be clearly defined in the contract.</p>	<p>CSSF</p>	<p>See 116</p>	
<p>125. The contract must provide:  that the customer may terminate the agreement with immediate effect, subject only to the completion of all transactions already commenced and the time necessary to liquidate the portfolio where this is required by the customer;  that the investment firm may terminate the agreement subject to a two-week notice, provided however that where the portfolio cannot be liquidated (where required by the customer) within this timeframe, the agreement may be extended for the necessary additional period, and provided that where the customer so agrees after being informed of the firm's intention to terminate, the agreement may be terminated in the timeframe agreed between the parties.</p> <p>In both cases, the termination must take place on terms that are fair and reasonable for both parties.</p>	<p>CSSF</p>	<p>See 116</p>	
<p>117. Where the conditions for delegating management of the portfolio are met and the contract allows the investment firm to delegate this function, the contract must state that the delegator retains full responsibility for the protection of the customer's interests.</p>	<p>CSSF</p>	<p>See 116</p>	
<p>126. If an investment firm is mandated to delegate management of any or all of the customer's assets, this must be stated in the contract and adequate information must be supplied in this regard, both to the customer and to the competent authority. The contract must also provide that the customer will be informed prior to any significant change regarding delegation of portfolio management.</p>	<p>CSSF</p>	<p>See 116</p>	

<p>127. An investment firm may delegate the portfolio management function to another investment firm only if such delegatee firm is authorised in its home country to provide portfolio management services on an individual basis and is qualified and capable of undertaking the function in question. The mandate shall not prevent the effectiveness of supervision over the delegator, and in particular, it must not prevent the delegator from acting in the best interests of its customers. In no case the investment firm may delegate its functions to the extent that it becomes a letter box entity. Furthermore, it may so delegate to a non-EEA investment firm so authorised in its home country only if an appropriate formal arrangement between regulators enables them to exchange material information concerning both cross-border delegations and the delegatee.</p>	<p>CSSF</p>	<p>See 116</p>	
<p>128. The delegation agreement, in writing:  must be revocable with immediate effect by the delegator;  must provide for sufficient notice to be given to the delegator by the delegatee of termination of the agreement;  must be in conformity with the indications contained in the customer agreement with the delegator;  must require, where the execution of transactions is not subject to the prior consent of the delegator, the delegatee to observe the investment guidelines, including investment allocation criteria, laid down from time to time by the delegator;  must be formulated so as to avoid conflicts of interest between the delegator and the delegatee;  must provide for the delegator to receive a continuous flow of information on the transactions carried out by the delegatee permitting it to monitor effectively at any time the activity of the delegatee and to reconstruct the assets under management belonging to each customer of the delegator.</p>	<p>CSSF</p>	<p>See 116</p>	

## 6.2 PERIODIC INFORMATION

Standard /Rule	Implementing authority(ies)	Implementing measure	Comments
129. An investment firm must send periodic statements to its portfolio management customers so as to enable them to assess the performance of the service.	CSSF	The circular CSSF 2000/15 sets the general principle 5.9. that the professional shall forward the effective state of affairs of the portfolio without undue delay and at reasonable intervals according to the nature of the investments concerned. This principle is very broadly written so that the requirements foreseen in principles 129. - 134. can be considered as being covered.	
130. Periodic statements for portfolio management customers must contain: a statement of the contents and valuation of the portfolio, including details of each investment held, its market value and the performance of the portfolio and the cash balance, at the beginning and at the end of the reporting period; a management report on the strategy implemented (to be provided at least yearly); the total amount of fees and charges incurred during the period and an indication of their nature; information on any remuneration received from a third party and details of its calculation basis; the total amount of dividends, interest and other payments received during the period.	CSSF	See 129	
131. If the basis for valuing any of the assets in the portfolio has changed with respect to the methods described in the portfolio management agreement, these changes must be indicated in the statement along with their impact on profits and/or losses.	CSSF	See 129	
132. Periodic statements must include full information on any remuneration received by the investment firm or the manager from a third party that is attributable to services performed for the customer by the manager of the portfolio.	CSSF	See 129	

133. In case the customer has elected – in derogation to rule 58 - not to receive information on each transaction in due course carried out by the portfolio manager, the periodic statement containing details of each transaction must be provided at least every three months. Where the details of each transaction are notified after each transaction to the customer, the periodic statement may be provided only every six months.	CSSF	See 129	
134. Where the contract authorises a leveraged portfolio, the customer must receive a periodic statement at least once a month, including an assessment of the risks.	CSSF	See 129	

### 6.3. MANAGEMENT REQUIREMENTS

Standard /Rule	Implementing authority(ies)	Implementing measure	Comments
135. An investment firm must take all reasonable steps necessary to ensure the independence of the portfolio management function and mitigate the risk of customers' interests being harmed by any conflict of interest, in particular by providing for the strict separation of functions within the investment firm and its group.	CSSF	According to the general principle 6.1. of the circular CSSF 2000/15 the professional shall adopt such internal structural measures and procedures as are necessary to guard against conflicts of interest. To this end, he shall, in particular, enforce a strict segregation of functional or business units where such conflicts might arise, and thus avoid the unnecessary circulation of information liable to give rise to conflicts of interest. All the principles laid down in the circular CSSF 2000/15 as they are described before in this questionnaire, are also applicable to the portfolio managers. There are no more specific rules of conduct for the portfolio managers.	
138. The structure of the investment firm, its policies and procedures must seek to ensure the independence of the portfolio management function.	CSSF	(please refer above)	
136. An investment firm must define investment strategies for its portfolio management services and carry out transactions in accordance with such strategies, taking into account the terms of the customer agreement.	CSSF	(please refer above)	

139. The investment firm must maintain records of its investment strategies, as well as the analyses and forecasts underlying them.	CSSF	(please refer above)	
137. The transactions carried out by the portfolio manager, both individually and as a whole, must be exclusively motivated by the interests of the customer and in accordance with agreed management objectives.	CSSF	(please refer above)	
140. The investment firm must ensure that its orders are executed as efficiently as possible and in particular that: orders issued are immediately recorded by the firm; transactions executed are recorded and the portfolios affected are adjusted as quickly as possible; the portfolios affected and the relevant amounts are determined, or objectively determinable, no later than the time at which the order is issued and cannot be changed, except for the purposes of rectifying an error, after the execution of the order, regardless of whether the order relates to one or more accounts.	CSSF	(please refer above)	

## B. CONDUCT OF BUSINESS RULES FOR THE “PROFESSIONAL REGIME”

### 1. STANDARDS OF GENERAL APPLICATION

#### 1.1 GENERAL

Standard	Implementing authority(ies)	Implementing measure	Comments
1. An investment firm must at all times act honestly, fairly and professionally in accordance with the best interests of its customers and the integrity of the market.	CSSF	According to article 37 § 1 of the law of 5 April 1993 on the financial sector and according to principle 1 of the circular CSSF 2000/15, the professional shall act honestly and fairly in conducting his business activities in the best interests of his clients and the integrity of the market. Furthermore, stock exchange members shall act honestly and fairly in the best interests of its client and the integrity of the market (chapter XI on rules of conduct of the governing measures of the LSE)	
2. An investment firm must have and must employ effectively the resources and procedures that are necessary for the proper performance of its business activities, including back-up procedures and systems so as to reasonably ensure that investment services can be provided without interruption.	CSSF	According to article 37 § 1 of the law of 5 April 1993 on the financial sector and according to principle 3 of the circular CSSF 2000/15, the professional shall have and employ effectively the resources and the procedures that are necessary for the proper performance of his business activities.	
3. An investment firm must ensure that any persons or entities with which it is undertaking authorisable investment business are authorised to conduct that business by the relevant regulator.		No specific rules	
4. Investment firm that outsources functions retains full responsibility for the outsourced activity and must ensure that the providers of such outsourcing are able to perform these functions reliably, professionally and in the best interests of its customers. <sup>17</sup>	CSSF	See 4 on standards and rules of general application above	

<sup>17</sup> This standard is not intended to interfere with relevant provisions on civil liability, applicable at national level.



## 1.2. CONFLICTS OF INTEREST AND INDUCEMENTS

Standard	Implementing authority(ies)	Implementing measure	Comments
<p>5. An investment firm must take all reasonable steps to ensure that conflicts of interest between itself and its customers and between one customer and another are identified and then prevented or managed in such a way that the interests of customers are not adversely affected. For these purposes the investment firm must establish an internal independence policy, including Chinese walls as appropriate. Where conflicts of interest cannot be reasonably avoided or managed with the internal independence policy, the conflict of interest must be disclosed to the customer.</p>	CSSF	<p>The professional shall adopt such internal structural measures and procedures as are necessary to guard against conflicts of interest. To this end, he shall, in particular, enforce a strict segregation of functional or business units where such conflicts may arise, and thus avoid the unnecessary circulation of information liable to give rise to conflicts of interest. Where a conflict of interest is unavoidable, the professional shall take all appropriate action to avoid personal gain for himself and any loss for his client or any other parties with whom he has a business relationship. Depending upon the circumstances, the professional shall decline to act (principles 6.1. and 6.5. of the circular CSSF 2000/15).</p>	
<p>6. An investment firm, its members of the board, directors, partners, employees and tied-agents may offer or receive inducements only if they can reasonably assist the firm in the provision of services to its customers. Where inducements are received disclosure of such inducements must be made to the customer on his request.</p>	CSSF	<p>Pursuant to principle 6.2. of the circular CSSF 2000/15 the professional shall also lay down procedures to guard against the acceptance or solicitation by members of his staff or benefits in whatever form which, in the light of his business, are such as to give rise to the risk of a conflict of interest with respect to the professional's obligations towards his clients. Accordingly, the professional shall take such action as is appropriate to restrict the giving or receiving of gratuities or benefits in whatever form by members of staff in the course of their employment. The professional shall require disclosure of gratuities and other benefits received by members of staff of a value which exceeds</p>	

		a reasonable limit fixed by him.	
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### 1.3 COMPLIANCE AND CODE OF CONDUCT

Standard	Implementing authority(ies)	Implementing measure	Comments
7. An investment firm must take all reasonable measures to ensure that the firm and its members of the board, directors, partners, employees and tied-agents at all time act in accordance with the best interests of its customers and the integrity of the market by establishing and implementing adequate compliance policies and procedures, including an independent compliance function and an internal code of conduct..	CSSF	According to the circular 2000/15 the executive management of the professional designates one of its members to be in charge of implementing the policy and rules it has established in this context and who oversees the compliance with the rules of conduct. This member can be the same as the one designated in accordance with IML Circulars 93/101 and 93/102. The executive management is in charge of communicating this procedure and any change thereof to the personnel concerned. It will regularly organise internal audits so as to verify the compliance with the rules of conduct in accordance with IML Circular 98/143 relating to internal audit.	
8. An investment firm must be able to demonstrate that it has not acted in breach of the conduct of business rules and the internal code of conduct and that its organization, policies and procedures facilitate such compliance.	CSSF	See 7	
9. The persons responsible for the compliance function must have the necessary expertise, resources, authority and must have full access to all relevant information enabling them to perform their duties. They must perform their monitoring duties independently of all persons and activities subject to their monitoring.	CSSF	The CSSF will issue by the end of this year a circular regulating the requirements to fulfil by compliance officers.	
10. A summary of the results of the monitoring must be reported to the senior management of the investment firm and to the internal or external auditors. The investment firm must report these results, together with remedies adopted, to the competent authority at least once a year.	CSSF	As far as other professionals are concerned, the external auditor shall establish a report within the context of his annual audit containing an assessment of the established rules in accordance with this Circular and the compliance herewith. The report must also mention the identity	

		of the member of the management in charge of this area and her/his subsequent replacement.	
11. An investment firm must ensure that the competent authority is informed, without undue delay, of serious breaches of the conduct of business rules. In assessing whether the breaches are serious, an investment firm must take into account the impact on regulatory goals and on the capacity to provide services, their frequency, the damages suffered by customers.	CSSF	Where a professional becomes aware that a member of his staff has contravened or attempted to contravene a regulation, he shall without delay take an appropriate action according to the seriousness of the offence and, where appropriate on the same basis, notify the CSSF. (principle 7.3. of the circular 2000/15)	

<p>12. The compliance function must:</p> <ul style="list-style-type: none"> <li>- regularly verify the adequacy of policies and procedures to ensure compliance with the regulations on investment services;</li> <li>- provide advisory assistance and support to the various business areas of the investment firm on problems concerning compliance with the regulations on investment services.</li> </ul>	CSSF	<p>The designated member of the executive management in charge of implementing the policy and rules, oversees the compliance with the rules of conduct. The executive management will organise internal audits so as to verify compliance with the rules of conduct in accordance with circular LMI 98/143 relating to internal audit.</p>	
<p>13. An investment firm must keep records relevant for the purpose of demonstrating compliance with the conduct of business rules, for a period of five years in order to enable the competent authority to verify compliance with these rules. Tape recording of orders must be kept for a period of one year.</p>	CSSF	See above	
<p>14. An investment firm must keep a register of customer complaints related to the provision of the investment services and the measures taken for their resolution and must regularly verify whether complaints are adequately processed.</p>	CSSF	<p>Pursuant to principle 2.5. of the circular CSSF 2000/15, where a client makes a complaint to the professional regarding a service provided by him, the professional shall deal with such complaint in a appropriate manner and without unreasonable delay commensurate with the nature of the issue, in accordance with circular LMI 95/118.</p>	
<p>15. An investment firm must establish a code of conduct for members of the board, directors, partners, employees and tied-agents. The code of conduct must contain:</p> <ul style="list-style-type: none"> <li>a) The rules and procedure to meet the obligation to protect data of a confidential nature;</li> <li>b) the rules and procedures for carrying out personal transactions involving financial instruments;</li> <li>c) the rules and procedures governing the business relationship with customers in order to ensure that the persons referred to above, in particular where a conflict of interest may arise, always act in the best interests of customers, and that such persons do not take advantage of any confidential information;</li> <li>d) the investment firm's policy on conflicts of interest and inducements.</li> </ul>	CSSF	<p>According to principle 6 of the circular CSSF 2000/15 the professional shall try to avoid conflicts of interest and when they cannot be avoided, shall ensure that his clients are fairly treated. The professional shall adopt such internal structural measures and procedures as are necessary to guard against conflicts of interests; he shall lay down procedures to guard against acceptance or solicitation by members of his staff of benefits in whatever form which in the light of his business, are such as to give rise, to the risk of a conflict of interest with respect to the professional's obligations towards his clients and he shall ensure that, in his business dealings, he does not improperly or unfairly place his business interests ahead those of his client.</p>	

## 2. INFORMATION TO BE PROVIDED TO CUSTOMERS

Standard	Implementing authority(ies)	Implementing measure	Comments
16. An investment firm must pay due regard to the information needs of its customers and communicate information to them that is fair, clear, and not misleading.	CSSF	All information conveyed to the client must be clear, truthful, accurate and complete and presented in language which is comprehensible, in a form which is appropriate and in a manner which reflects the professional's assessment of the knowledge and experience of his client (principle 5.6. of the circular CSSF 2000/15).	
17. If an investment firm provides information in a marketing communications it must be fair, clear and not misleading.	CSSF	See 17	
18. An investment firm must ensure that a customer is provided promptly with the essential information concerning the execution of his order.	CSSF	The professional shall forward to the client all confirmations and other information regarding transactions performed and the effective state of affairs of the portfolio without undue delay and at reasonable intervals according to the nature of the investments concerned (principle 5.9. of the circular CSSF 2000/15).	

19. Where an investment firm has control of, or is holding assets belonging to a customer, it must arrange for proper identification and regular confirmation of such assets to the customer.	CSSF	The principle 5.9. of the circular CSSF 2000/15 requires that the professional shall forward to the client all confirmations and other information regarding transactions performed and the effective state of affairs of the portfolio without undue delay and at reasonable interest as according to the nature of the investments concerned. See also 56	
20. An investment firm that operates customer accounts, which include uncovered open positions, must provide regular statements of such positions.		No specific rules	

### 3. THE “KNOW-YOUR-CUSTOMER STANDARD” AND THE DUTY TO CARE

Standard	Implementing authority(ies)	Implementing measure	Comments
21. Prior to providing any investment service to a customer for the first time and throughout the business relationship, an investment firm must be in possession of adequate documentation of the identity of the customer, as well as the identity and legal capacity of any representative of the customer. In addition, prior to providing any investment service the investment firm must seek to obtain from the customer information enabling an investment firm a) to determine whether the investment services envisaged are appropriate for the customer and b) to meet any duties owing to the customer in respect of the services to be provided.	CSSF	Principle 4 of the circular CSSF 2000/15 states that the professional shall seek from his clients information regarding their financial situation, investment experience and objectives as regards the services requested. More specifically, principle 4.1 foresees that upon entering into a business relationship, the professional shall ensure that he obtains from the client information regarding the client’s identity, personal or business address, legal status, legal capacity and any restrictions of occupational or professional nature.	
22. When an investment firm provides investment advice to the customer, it must have reasonable grounds to believe, in light of the information disclosed to it by the customer and the information available to it, including the information from the customer relationship, that this investment advice is suitable for him.	CSSF	The professional shall make such enquiries of his client as he considers necessary to ensure an appropriate service tailored to the client’s circumstances. Such enquiries shall deal with the client’s financial position, investment objectives (long-term/short term, regular income requirement or none, risk profile),	

		investment experience and expertise (principle 4.2. of the circular CSSF 2000/15). By combination with the principle 1.2. stating that the professional shall do his utmost to see that the orders are executed on the best terms, in the light of such factors as particular client request, the conditions prevailing in the market(s) concerned and the purpose of the orders received, the investment advice given by an investment firm shall be suitable for its client.	
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#### 4. CUSTOMER AGREEMENTS

Standard	Implementing authority(ies)	Implementing measure	Comments
23. Prior to providing any investment service, an investment firm must enter into a signed written agreement with the customer setting out the rights and obligations of the parties.	CSSF	The professional shall ensure that client transactions are executed on the basis of clearly-defined contractual provisions (principle 1.1. of the circular CSSF 2000/15). Thus, a signed written agreement with the customer setting out the rights and obligations of the parties is required.	

#### 5.- DEALING REQUIREMENTS

##### 5.1) RECEPTION AND TRANSMISSION OF CUSTOMER ORDERS

Standard	Implementing	Implementing measure	Comments
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<p>24. An investment firm must record and process customer orders in accordance with the customer's instructions and in such a way as to facilitate best execution.</p>	<p>authority(ies) CSSF</p>	<p>As according to principle 2.2. of the circular CSSF 2000/15 the professional shall act with diligence with respect to the services provided by him and execute transactions in accordance with the rules, custom and practice prevailing in the market, an investment firm complies with principle 24.</p>	
<p>25. An investment firm must ensure that the firm and its members of the board, directors, partners, employees and tied-agents do not use the information they possess on customers orders to the disadvantage of customers' interest.</p>	<p>CSSF</p>	<p>According to principle 6.1. of the circular CSSF 2000/15, the shall adopt internal structural measures and procedures to guard against conflicts of interest and enforce a strict segregation of functional or business units and avoid unnecessary circulation of information liable to give rise to conflicts of interest. Thus, an investment firm shall install internal procedures in order to comply with principle 25.</p>	
<p>26. An investment firm must record orders immediately, documenting and verifying all relevant items of proper execution.</p>	<p>CSSF</p>	<p>See 24</p>	
<p>27. An investment firm must keep a record of telephone orders on magnetic tape or an equivalent medium. Investment firms must duly inform the customer that the conversation will be recorded.</p>		<p>According to the circular IML 93/102 relating to brokers and commission agents, it is strongly recommended to keep a record of telephone orders on magnetic tape. Furthermore, the professional shall be able at all times to produce detailed documentation concerning individual transactions. With regard to the discretionary portfolio management, he shall at all times be able to produce detailed information on the origin, transmission and execution of orders, as well as the composition of the portfolio.</p>	

## 5.2) EXECUTION OF ORDERS

Standard	Implementing authority(ies)	Implementing measure	Comments
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28. An investment firm must take all care to obtain the best possible result for the customer with reference to price, costs born by the customer, size, nature of the transactions, time of reception of order, speed and likelihood of execution and trading venue taking into account the state of the relevant market(s). The relevant market(s) shall be deemed to be the market(s) offering the most favourable trading conditions also in terms of transparency, liquidity and clearing and settlement arrangements in connection with the envisaged transaction. If the investment firm executes in another trading venue, it must be able to demonstrate to the customer that this was done in accordance with his best interest.	CSSF	As principle 1.2. of the circular CSSF 2000/15 requires that the professional shall do his utmost that the orders are executed on the best possible terms, the principle 28 must be observed by the investment firm.	
29. An investment firm acting as principal in relation to a customer order must inform the customer accordingly beforehand and must be in a position to justify the price at which the transaction is executed, with reference to the prices and volumes in the relevant market(s), where appropriate, or the presumed value determined on the basis of objective elements, e.g. mark-to-market.	CSSF	The professional shall in all cases inform the client of the capacity (principal or agent) in which he is party to a transaction. The professional shall possess the resources necessary to respond to any simple enquiry from the client as to the commitments entered into on his behalf. (principle 5.7. and 5.8. of the circular 2000/15)	
30. An investment firm must ensure that orders are executed in accordance with the instructions from the customer.	CSSF	See 24	
31. An investment firm takes reasonable steps to refrain from executing orders for its own account or the account of its members of the board, directors, partners, employees and tied-agents before those of customers in identical or better conditions than the latter (“front running”).	CSSF	As principle 1.7. of the circular CSSF 2000/15 prohibits any market manipulation, an investment firm must thus refrain from any front running.	

### 5.3) POST- EXECUTION OF ORDERS

Standard	Implementing authority(ies)	Implementing measure	Comments
32. An investment firm must ensure the proper and speedy recording, allocation and distribution of executed transactions.	CSSF	As principle 1.2. of the circular CSSF 2000/15 requires that the professional shall do his utmost to see that orders are executed on the best possible terms, an investment must ensure the proper and speedy recording, allocation and distribution of executed orders.	
33. Where orders for own and customers accounts have been aggregated, the investment firm must not allocate the related trades in any way that is detrimental to any customer. If such an aggregated order	CSSF	As principle 1.2. of the circular CSSF 2000/15 requires that the professional shall do his utmost to see that orders are	

is only partially executed, allocation to customers must take priority over allocation to the investment firm.		executed on the best possible terms, an investment firm investment firm must refrain from allocating the related trades in a way that is detrimental to any customer where orders for own and customers accounts have been aggregated.	
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## 6. INDIVIDUAL DISCRETIONARY PORTFOLIO MANAGEMENT

In addition to the foregoing standards and rules, additional provisions apply to the service of individual portfolio management.

Standard	Implementing authority(ies)	Implementing measure	Comments
34. Prior to the provision of any discretionary portfolio management service, a customer agreement containing the relevant provisions of the basic customer agreement mentioned above, as well as certain additional provisions specific to portfolio management must be signed between the parties.	CSSF	As principle 5.3. requires that there shall be a contract between parties in case of portfolio management, the contract must be by itself signed by the concerned parties.	
35. An investment firm must take all reasonable steps necessary to ensure the independence of the portfolio management function and mitigate the risk of customers' interests being harmed by any conflict of interest, in particular by providing for the strict separation of functions within the investment firm and its group.	CSSF	As principle 6.1. of the circular CSSF 2000/15 requires that the professional shall enforce a strict segregation of functional and business units where conflicts of interest may arise, an investment firm complies thus with principle 35.	
36. An investment firm must send periodic statements to its portfolio management customers so as to enable them to assess the performance of the service.	CSSF	As principle 5.9. of the circular CSSF 2000/15 requires that the professional shall forward to the client all confirmations and other information regarding transactions performed and the effective state of affairs of the portfolio without undue delay and at reasonable intervals according to the nature of the investments concerned, an investment firm must send periodic statements to its portfolio management customers so as to enable them to assess the performance of	

		the service.	
37. The investment firm must ensure that its orders are executed as efficiently as possible and in particular that: orders issued are immediately recorded by the firm; transactions executed are recorded and the portfolios affected are adjusted as quickly as possible; the portfolios affected and the relevant amounts are determined, or objectively determinable, no later than the time at which the order is issued and cannot be changed, except for the purposes of rectifying an error, after the execution of the order, regardless of whether the order relates to one or more accounts.	CSSF	As the different principles laid down in the circular CSSF 2000/15 are very broadly written, an investment firm shall comply with the principle 37.	

### C. CORE STANDARDS FOR THE “COUNTERPARTY RELATIONSHIP”

#### 1. The “counterparty relationship”

Standard	Implementing authority(ies)	Implementing measure	Comments
A « counterparty relationship » is typical of trading between investment firms and banks within themselves or with other entities which are not holding themselves out as providers of investment services but are market participants directly active in the financial market for proprietary trading. It is characterised by the absence of a “client relationship” (i.e. without any provision of service). In particular, it covers the following situations: transactions executed in regulated markets or other trading venues (which do not give rise to any provision of investment service to the customer) between any member admitted to trade in these markets; transactions executed directly (over-the-counter) between investment firms or credit institutions, authorised to provide the service of dealing, and dealing either as principal or as agent; transactions executed directly (over-the-counter) between investment firms or credit institutions and other authorised or regulated financial intermediaries, including non-ISD firms, such as commodity dealers, insurance companies, but not including collective investment schemes and management companies of such schemes, pension funds and		No specific rules	

management companies of such funds.			
CESR Members are free to allow companies to be treated as “counterparties” and to define the appropriate quantitative thresholds. In case of cross-border business, if the company is located in a jurisdiction where the “counterparty regime” is not applicable to companies, the professional regime will apply to that relationship.		No specific rules	
Transactions entered into by these entities and effected through the offices of an authorised intermediary would be, by default, subject to the « professional regime ». Only those transactions undertaken by these entities for which they are direct “counterparties” and for which a specific choice to enter into a “counterparty relationship” has been made, are liable to operate subject to such a regime.		No specific rules	
The entities meeting one of the above mentioned criteria and willing to enter into a « counterparty relationship » have to reciprocally confirm in the contract that the transaction is executed under a « counterparty relationship ». This confirmation may be given in master agreements, where applicable to a series of transactions of the same nature.		No specific rules	

### 1. The “counterparty regime”

Standard	Implementing authority(ies)	Implementing measure	Comments
The firm must at all times act honestly, fairly and professionally in accordance with the integrity of the market.	CSSF	See 1 , part 1 (standards and rules of general application)	Observation: As the circular CSSF 2000/15 is applicable as well as in case of private clients as in case of institutional investors, an investment firm shall comply with the circular CSSF 2000/15 and thus with the different principles laid down in this CESR document. The circular CSSF 2000/15 has fully implemented into Luxembourg legislation the categorisation of investors as laid down in the FESCO document “Implementation of Article 11 of the ISD: Categorisation of Investors for the Purpose of

			Conduct of Business rules” published by the FESCO in March 2000. The institutional will often not require the full protection of conduct of business rules. As there are no specific rules concerning the execution of orders given by professional investors, one can thus refer to our answers given to the principles above.
The firm must have and must employ effectively the resources and procedures that are necessary for the proper performance of its business activities.	CSSF	See 2, part 1 (standards and rules of general application)	
The firm must establish an independent compliance function, aimed at ensuring that its directors, partners, employees and agents behave in accordance with the integrity of the market.	CSSF	See 7 and 9, B conduct of business for the “professional regime”, 1.3 (compliance and code of conduct)	
Executive directors/senior management must take reasonable measures to ensure that the firm establishes and implements adequate compliance policies and procedures.	CSSF	See above	
The firm must be able to demonstrate that it has not acted in breach of standards of market integrity and that its organisation, policies and procedures facilitate such compliance.	CSSF	See above	
The firm must keep records of all transactions executed for a period of five years.	CSSF	See above	
The firm must keep record of telephone conversations concerning the transactions executed on a counterparty relationship.	CSSF	See 84 4.1. basic customer agreement	
The firm must adopt and take all reasonable steps to ensure compliance with an appropriate internal code of conduct.	CSSF	See 7 and 9, B conduct of business for the “professional regime”, 1.3 (compliance and code of conduct)	
The information provided in a marketing communications must be clear and not misleading.	CSSF	See 25 2.1) basic requirements	

#### D. CRITERIA FOR DEFINING PROFESSIONAL INVESTORS

Professional investors are those who may be deemed to possess the experience, knowledge and expertise to make their own investment decisions and properly assess the risks they incur.

##### 1. Categories of investors who are considered to be professionals

Standard	Implementing authority(ies)	Implementing measure	Comments
<p>10. a) Entities which are required to be authorised or regulated to operate in the financial markets. The list below should be understood as including all authorised entities carrying out the characteristic activities of the entities mentioned: entities authorised by a Member State under a European Directive, entities authorised or regulated by a Member State without reference to a European Directive, and entities authorised or regulated by a non-Member State: Credit institutions Investment firms Other authorised or regulated financial institutions Insurance companies Collective investment schemes and management companies of such schemes Pension funds and management companies of such funds Commodity dealers.</p>	<p>CSSF</p>	<p>According to the annex of the circular CSSF 2000/15 the following should all be regarded as professionals in all investment services and instruments described in the Annex of the ISD.</p> <p>a) Entities which are required to be authorised or regulated to operate in the financial markets. The list below should be understood as including all authorised entities carrying out the characteristic activities of the entities mentioned: entities authorised by a Member State under a European Directive, entities authorised or regulated by a Member State without reference to a European Directive, and entities authorised or regulated by a non-Member State: credit institutions, investment firms, other authorised or regulated financial institutions, insurance companies, collective investment schemes and management companies of such schemes, pension funds and management companies of such funds.</p> <p>b) National governments, Central Banks, international and supranational institutions such as the World Banks, the IMF, the ECB, the EIB and other similar international organisations.</p>	<p>The CSSF plans to amend the circular CSSF 2000/15 during this year in order to adopt the categorisation of institutional investors as it is fixed in the FESCO document to the categorisation of institutional investors foreseen by CESR in 2002.</p>

<p>b) Large companies <sup>(18)</sup> and other institutional investors: large companies and partnerships meeting two of the following size requirements on a company basis:  balance sheet total : EUR 20.000.000,  net turnover : EUR 40.000.000,  own funds: EUR 2.000.000.</p> <p>Other institutional investors whose corporate purpose is to invest in financial instruments.</p>	CSSF	<p>According to principle 13 of the annex of the circular CSSF 2000/15 the large companies and partnerships may be allowed to waive some of the protections afforded by the conduct of business rules subject to meeting two of the following size requirements:</p> <p>balance sheet total: EUR 12,500,000;  net turnover: EUR 25,000,000;  average number of employees during the financial year: 250.</p>	The CSSF plans to amend the circular CSSF 2000/15 during this year in order to adopt the scales of definition of large companies and other institutional investors to the scales fixed in the CESR document of 2002.
National and regional governments, Central Banks, international and supranational institutions such as the World Bank, the IMF, the ECB, the EIB and other similar international organisations.	CSSF	See 10 a) in fine	
11. The entities mentioned in §10 are considered to be professionals. They must however be allowed to request non-professional treatment and investment firms may agree to provide a higher level of protection. Where the customer of an investment firm is a company or a partnership referred to in §10, the investment firm must inform it prior to any provision of services that, on the basis of the information available to the firm, the customer is deemed to be professional investor, and will be treated as such unless the firm and the customer agree otherwise. The firm must also inform the customer that he can request a variation of the terms of the agreement in order to secure a higher degree of protection.	CSSF	According to the annex of the circular CSSF 2000/15 investors who are considered to be professionals must be allowed to request non-professional treatment and investment firms may agree to provide a higher level of protection.	
12. It is the responsibility of the client considered to be a professional investor to ask for a higher level of protection when it deems it is unable to properly assess or manage the risks involved.	CSSF	As principle 11 of the annex of the circular CSSF 2000/15 contains the exact same wording of principle 12 of this questionnaire, this principle 12 is fulfilled.	
13. This higher level of protection will be provided when an investor who is considered to be a professional enters into a written agreement with the investment firm to the effect that it shall not be treated as a professional for the purposes of the applicable conduct of business regime. Such agreement should specify whether this applies to one or more particular services or transactions, or to one or more types of product or transaction.	CSSF	As principle 11 of the annex of the circular CSSF 2000/15 contains the exact same wording of principle 13 of this questionnaire, this principle 13 is fulfilled.	

<sup>(18)</sup> Whilst CESR acknowledges that issuers of listed financial instruments, i.e. entities whose securities (equity instruments or other) are traded on a regulated market (within the meaning of article 1.13 of the ISD), should be treated as professional investors, Members are free to implement the categorisation of these issuers in line with the thresholds applicable to large companies and partnerships.

## 2. Categories of investors who may be treated as professionals on request

### 2.1. Identification criteria

Standard	Implementing authority(ies)	Implementing measure	Comments
<p>14. The members of CESR consider that investors other than those mentioned in § 10, including public sector bodies <sup>(19)</sup> and private individual investors, may also be allowed to waive some of the protections afforded by the conduct of business rules. Investment firms should therefore be allowed to treat any of the above investors as professionals provided the relevant criteria and procedure mentioned below are fulfilled. These investors should not, however, be presumed to possess market knowledge and experience comparable to that of the categories listed in §10.</p>	CSSF	Principle 17 and following of the circular CSSF 2000/15 describe the procedure of waiver of protections afforded by the conduct of business rules .	
<p>15. Any such waiver of the protection afforded by the standard conduct of business regime shall be considered valid only if an adequate assessment of the expertise, experience and knowledge of the client, undertaken by the investment firm, gives reasonable assurance, in light of the nature of the transactions or services envisaged, that the client is capable of making his own investment decisions and understanding the risks involved.</p> <p>The fitness test applied to managers and directors of entities licensed under European Directives in the financial field could be regarded as an example of the assessment of expertise and knowledge. In the case of small entities, the person subject to the above assessment should be the person authorised to carry out transactions on behalf of the entity.</p>	CSSF	Principle 19 of the circular CSSF 2000/15 provides that before deciding to accept any request for waiver, investment firms must be required to take all reasonable steps to ensure that the client requesting to be treated as a professional investor meets the relevant requirements stated in the said circular	
<p>In the course of the above assessment, as a minimum, two of the following criteria should be satisfied:</p> <p>The investor has carried out transactions, in significant size, on the relevant market at an average frequency of 10 per quarter over the previous four quarters;</p> <p>The size of the investor's financial instrument portfolio, defined as including cash deposits and financial instruments exceeds 0,5 million Euro;</p> <p>The investor works or has worked in the financial sector for at least one year in a professional position, which requires knowledge of the transactions or services envisaged.</p>	CSSF	According to principle 16, as a minimum two of the following criteria should be satisfied as defined in principle 16. Two of them are exactly the same as those in principle 16 of this questionnaire and there is also the third one which is as follows: the investor works or has worked in the financial sector for at least one year in a professional position, which requires knowledge of the transactions or services envisaged.	

<sup>(19)</sup> It should be noted that public sector bodies are subject to specific regulations that might prevent them from entering into certain types of transactions or opting for the professional conduct of business regime.



## 2.2. Procedure

Standard	Implementing authority(ies)	Implementing measure	Comments
<p>The investors defined above may waive the benefit of the detailed rules of conduct only where the following procedure is followed:</p> <p>a) they must state in writing to the investment firm that they wish to be treated as a professional investor, either generally or in respect of a particular investment service or transaction, or type of transaction or product;</p> <p>b) the investment firm must give them a clear written warning of the protections and investor compensation rights they may lose;</p> <p>c) they must state in writing, in a separate document from the contract, that they are aware of the consequences of losing such protections.</p>	CSSF	Both principle 17 (large and institutional investors) and principle 18 (other investors) of the circular CSSF 2000/15 require that after being informed by writing of the protections they will lose, “large and institutional investors” and “other investors” may waive some of the protections afforded by the conduct of business rules. Principle 18 requires furthermore for “other investors” that the investor must in a separate document from the contract, state in writing he is aware of the consequences of losing such protections.	
<p>18. Before deciding to accept any request for waiver, investment firms must be required to take all reasonable steps to ensure that the client requesting to be treated as a professional investor meets the relevant requirements stated in Section II.1 above.</p> <p>However, if investors have already been categorised as professionals under parameters and procedures similar to those above, it is not intended that their relationships with investment firms should be affected by any new rules adopted pursuant to this paper.</p>	CSSF	Principle 19 of the circular CSSF 2000/15 contains the same wording and thus the same requirements as principle 18 of this questionnaire.	
<p>19. Firms must implement appropriate written internal policies and procedures to categorise investors.</p> <p>Professional investors are responsible for keeping the firm informed about any change, which could affect their current categorisation. Should the investment firm become aware however that the investor no longer fulfils the initial conditions, which made him eligible for a professional treatment, the investment firm must take appropriate action.</p>	CSSF	Principle 20 of the circular CSSF 2000/15 contains the same wording and thus the same requirements as principle 19 of this questionnaire.	