

*FDRC is a non-profit making company limited by guarantee*

### Features of FDRC

- The Financial Dispute Resolution Centre (FDRC) is a non-profit making company limited by guarantee.
- FDRC administers the Financial Dispute Resolution Scheme (FDRS) to resolve financial disputes between a financial institution and individuals or sole proprietors (Eligible Claimants).
- The maximum amount of claim is HK\$500,000 (including any interest on any alleged to be a loss) or the foreign currency equivalent.

### Vision of FDRC

- Being the leading provider of financial dispute resolution processes to deal with differences between financial institutions and their customers constructively before they escalate.
- Supporting Hong Kong as an international financial centre by extending our processes and engaging stakeholders of the financial industry.

### Mission of FDRC

- Providing independent and impartial "Mediation First, Arbitration Next" processes of dispute resolution to facilitate the resolution of monetary disputes between individual customers and financial institutions in Hong Kong.

### Advantages of FDRS

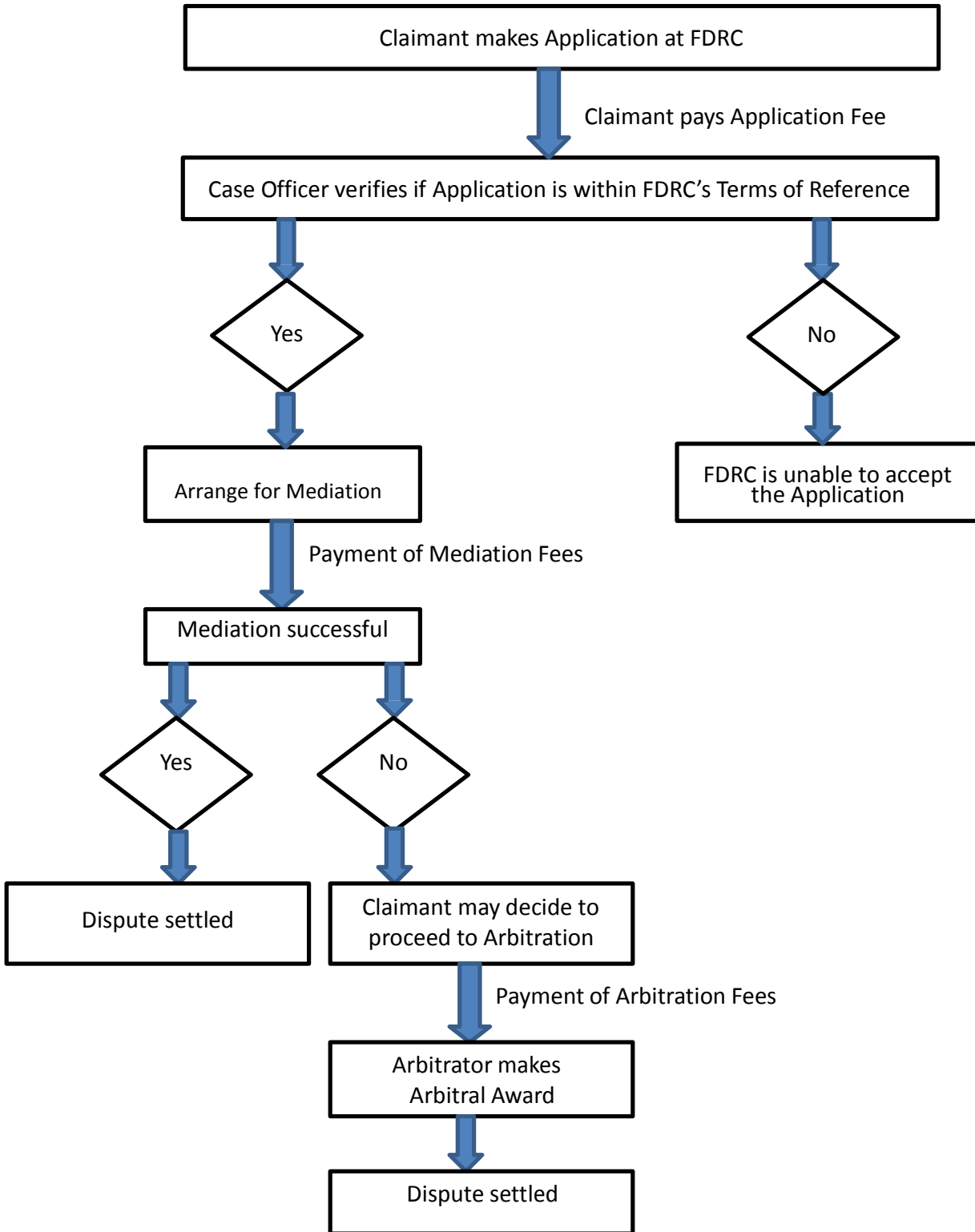
- One-stop avenue for dispute resolution. Affordable for Eligible Claimants who do not have the resources to go to court.
- All the financial institutions who are members of the FDRS are obligated to participate in the FDRS.
- Dedicated List of Mediators and List of Arbitrators to provide high quality services.
- Trained Case Officers to administer the mediation and arbitration processes.

### Guiding Principles of FDRC

- **Independence:** Set up and operate an independent FDRS without external interference.
- **Impartiality:** Ensure both the financial institutions and their customers are treated in an impartial way.
- **Accessibility:** Establish dispute resolution processes which are straight forward, clear and easy to understand.
- **Efficiency:** Ensure that financial disputes are settled in a timely and efficient manner.
- **Transparency:** Being transparent whilst also acting in accordance with confidentiality and privacy obligations.

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Work Flow of Financial Dispute Resolution Centre (FDRC)



### Application

- Before he / she can file an application with the Financial Dispute Resolution Centre (FDRC), the individuals or sole proprietor (Eligible Claimant) must have filed a **written complaint** concerning the disputes with the relevant financial institution (FI).
- Call Hotline: **3199 5199** for enquiries
- Attend a **briefing session**

### Vetting Stage

- Submit an application form and **fees** with all **relevant information**
- The Case Officer would accept or reject the application regarding to the *Financial Dispute Resolution Scheme Guidelines*.
- The Applicant may request the FDRC to review its decision by making representations to the FDRC within 21 days from the date of receipt of the Case Officer's decision.
- The FDRC shall review the decision of the Case Officer and make the final decision where necessary.

### Mediation Stage

- If the amount of claims: –
  - is within HK\$100,000, the FDRC shall normally assign the case to an in-house Mediator; or
  - is beyond HK\$100,000, the Eligible Claimant and FI (Parties) may agree on the appointment of the Mediator from the List of Mediators. Failing agreement, the FDRC will appoint a Mediator from the List.
- The Mediator shall ensure that the Parties sign an **Agreement to Mediate** prior to the substantive mediation session between the Parties.
- No legal representatives are allowed to attend the mediation session.
- The Mediator shall file the *Mediation Certificate* at the conclusion of the Mediation.

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### Arbitration Stage

- The Eligible Claimant may request for Arbitration after the Mediation is terminated within 60 days from the date of the Mediation Certificate by serving a **Notice to Arbitrate** to the FDRC.
- The FI shall send a response to the Notice to Arbitrate within 21 days.
- The Eligible Claimant's **final submissions** (if any) on the Claim shall be provided within 21 days after receipt of the FI's response, submissions and documents.
- Upon receipt of the Notice to Arbitrate, response to the Notice to Arbitrate, submissions and documents from the Parties, the FDRC shall appoint a single Arbitrator from the List of Arbitrators if the Parties failed to agree on one.
- The appointment of the Arbitrator takes effect upon confirmation in writing by the FDRC.
- The Arbitration may be commenced on a "documents-only" basis.
- The Arbitrator shall give notice to the Parties of his intention to proceed with the rendering of Arbitral Award and will so proceed unless either Party within 7 days requests, and is thereafter granted, leave to serve further submissions.
- Under exceptional circumstance, the Arbitrator can call for in-person hearing.

### Fees

	Eligible Claimant (HK\$)
<b>Making Enquiries</b>	Nil
<b>Filing an Application</b>	\$200
<b>Mediation</b>	Per case
<b>Specified Mediation Time (4 hours)</b>	
For claimable amount -	
-less than HK\$100,000	\$1,000
between HK\$100,000 and HK\$500,000	\$2,000
<b>Extended Time</b>	Per hour or part thereof
For claimable amount -	
-less than HK\$100,000	\$750
-Between HK\$100,000 and HK\$500,000	\$1,500
<b>Arbitration</b>	Per case
(For claimable amount up to HK\$500,000)	
- Documents-only	\$5,000
- In-person hearing (in addition to the fees payable for documents-only Arbitration)	\$12,500

*\*All Fees are non-refundable*

*\*References to days mean calendar days*