

## Joint Consent to Submission of Claim(s) under the Financial Dispute Resolution Scheme (“FDRS”)

Our Ref: _____
Date Received: _____
(For FDRC’s Official Use Only)

Please put a “√” in  where appropriate.

We, (name of the Financial Institution (“FI”)) \_\_\_\_\_ and  
(name of customer of the FI) \_\_\_\_\_

agree and consent that the below stated claim and choice of dispute resolution process shall be handled under the FDRS in accordance with the *FDRS Mediation and Arbitration Rules*, and subject to the attached *Informed Consent Form* signed by the customer:

### I. Type of claim:

- 1. a claim of customer against FI brought by the FI (which will only proceed in Mediation First, Arbitration Next if it is a Standard Eligible Dispute).
- 2. a claim of customer against FI brought by FI or its customer which exceeds Maximum Claimable Amount and/or is beyond the Limitation Period (as defined under Paragraph 2 of Terms of Reference of the FDRC).
- 3. an FI counterclaim against the customer brought by FI to be handled individually or alongside with claim of customer against the FI.
- 4. an FI claim brought by FI against the customer.

### II. Choice of dispute resolution process is (not applicable to Standard Eligible Dispute):

- Mediation First, Arbitration Next       Mediation Only       Arbitration Only

\_\_\_\_\_  
Name of customer  
*(Please print and sign here)*  
*(with Company Chop, if applicable)*

\_\_\_\_\_  
Name of FI  
*(Please print and sign here)*  
*(with Company Chop, if applicable)*

Date:

Attachment to Annex X

Our Ref: \_\_\_\_\_

Date Received:

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## Informed Consent Form

I/We am/are the customer(s) of the \_\_\_\_\_.  
(name of the Financial Institution)

I/We have made enquiry with the Financial Dispute Resolution Centre (FDRC) or attended the FDRC information session on the Financial Dispute Resolution Scheme (FDRS) services at \_\_\_\_\_ on \_\_\_\_\_.  
(Time) (Date)

### Declaration

1. I/We acknowledge that the FDRC has explained the FDRS services and understand the services.
2. I/We fully understand that I/we may solicit independent legal advice or expert opinion on the dispute resolution process at the FDRC and my/our consent given under *Joint Consent to Submission of Claim(s) under the FDRS* and its implications.

\_\_\_\_\_  
Name of customer 1  
(Please print and sign here)  
(with Company Chop, if applicable)

\_\_\_\_\_  
Name of customer 2 (For joint-account)  
(Please print and sign here)  
(with Company Chop, if applicable)

Date: