

# Training Programme for FDRC Mediators and Arbitrators

TOTX004011201 & TOTX004011202

## Introduction

The Financial Dispute Resolution Centre Limited (FDRC) came into operation on 19 June 2012 to administer an independent dispute resolution scheme to resolve monetary disputes between financial services providers and individual customers. **Applicants for admission to the FDRC List of Mediators and Arbitrators have to satisfy the Appointment Committee of FDRC that they have, as one of the prerequisites, completed this training programme and passed the assessment therein.**

## Target Audience

This course is designed for accredited mediators or arbitrators who have proven experience in mediation and /or arbitration as set out in the Standards and Procedures for Admission to the FDRC List of Mediators and List of Arbitrators (S&P) and who intend to make an application to the FDRC for admission to the List of Mediators and List of Arbitrators in accordance with the procedures as set out in the S&P. Please follow the link to access the S&P: [http://www.fdrc.org.hk/en/doc/Standards\\_Procedures\\_for\\_Admission\\_Mediators\\_Arbitrators\\_List\\_en.pdf](http://www.fdrc.org.hk/en/doc/Standards_Procedures_for_Admission_Mediators_Arbitrators_List_en.pdf)

## Program Structure

As part of the training and assessment requirements for admission to the FDRC List of Mediators and Arbitrators, applicants have to complete this two-part training programme:

### Training Programme for FDRC Mediators and Arbitrators



**Part I - Regulatory Framework, Experience Sharing & FDRC Workflow**  
(6 hours lecture)



**Part II - Financial Products & their Selling Process**

- ① Overview of Products and Services Offered by Banks  
(10 hours self study + 3 hours lecture + assessment)
- ② Overview of Products and Services Offered by Brokerages  
(10 hours self study + 3 hours lecture + assessment)

## Program Outline

### Part I – Regulatory Framework, Experience Sharing & FDRC Workflow

(6 hours lecture)

- 🕒 Introduction to FDRC and its dispute resolution scheme
- 🕒 Financial regulatory framework in Hong Kong
- 🕒 Case studies/common kinds of complaints handled by Hong Kong Monetary Authority (HKMA) and Securities and Futures Commission (SFC)
- 🕒 Practical experience sharing

### Part II – Financial Products & their Selling Process

#### ① Overview of Products and Services Offered by Banks (A self-study pack of around 10 hours and 3 hours lecture)

##### Content of Self-Study Pack

- 🕒 Basic knowledge of banking products and services
  - Assets products
  - Liabilities products
  - Investment services
  - Insurance services
  - Structured products
- 🕒 Selling process of investment services
  - Financial needs analysis
  - Conduct risk profiling, product due diligence and suitability check
  - Risk disclosure, after sales cooling off and related regulatory requirements imposed by HKMA
  - Mystery Shopping Programme (MSP) findings for banking sector
- 🕒 Operation process for banking services

##### Content of Classroom Training

- 🕒 Highlight on key features of banking products and services
- 🕒 Selling process of investment services overview
- 🕒 Operation workflow in processing banking products and services overview
- 🕒 Highlight on common complaints
- 🕒 MSP findings and cases sharing

##### Assessment

- 🕒 An assessment (20 multiple choice questions) will be given at the end of the lecture. The pass mark is set at 70%.

#### ② Overview of Products and Services Offered by Brokerages (A self-study pack of around 10 hours and 3 hours lecture)

##### Content of Self-Study Pack

- 🕒 The selling process
  - Solicitation
  - Account opening
  - Order placing and execution
  - Mystery Shopping Programme (MSP) findings for securities sector
- 🕒 Overview of financial products
  - Stocks
  - Warrants
  - Callable Bull/Bear Contracts (CBBC)
  - Financial futures and commodities futures
  - Stock options
  - Bonds
  - Leveraged foreign exchange
  - Managed funds
  - Unlisted structured products

##### Content of Classroom Training

- 🕒 Key features of financial products
- 🕒 Issues relating to solicitation of clients
- 🕒 Issues relating to account opening
- 🕒 Issues relating to order placing and execution
- 🕒 MSP findings for securities sector

##### Assessment

- 🕒 An assessment (20 multiple choice questions) will be given at the end of the lecture. The pass mark is set at 70%.

Please turn  
over for more details!

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## Speakers

### Part I – Regulatory Framework, Experience Sharing & FDRC Workflow

Representatives from FDRC, Financial Services and the Treasury Bureau, HKMA and SFC as well as experienced mediators/arbitrators for the experience sharing session.

### Part II – Financial Products & their Selling Process

#### Mr. Benny Yim, BSc, MSc (Class A)

Mr. Yim is a seasoned banker with over twenty years of managerial experience across various international banking corporations. Mr. Yim has extensive knowledge of the banking industry and has broad experience from retail banking to investment banking, from operations to marketing, from process management to information management, and from Hong Kong to all over the Asia Pacific Rim. Currently, he is servicing in the Risk Management Department of a leading commercial banking group in Hong Kong. Mr. Yim has extensive teaching experience and is a popular speaker among the tertiary education institutions in Hong Kong.

#### Mr. Ip Lap Ko, ACIB, AHKIB, CIA, CISA, FRM (Class B)

Mr. Ip is a seasoned banker who has been working in the banking industry for over 25 years and held senior positions in different banks. He has wide expertise in general banking practices and internal audit for banking. Currently, he is the Head of Operation Support Department in a major local bank. Mr. Ip has a Master of Business Administration and various professional qualifications in various fields in banking. Mr. Ip has extensive teaching experience for professional banking qualifications and professional education in different fields covering broad areas such as internal audit, accounting, banking practice and commercial banking.

#### Dr. Lai Man-Kit, PhD, CFA, CIA, MHKSI (Class A & B)

Dr. Lai is a principal consultant of a management consultancy company which offers consulting and training services to financial institutions, business organizations and academic units in China, Hong Kong, Japan and Singapore. He has extensive training experience for financial institutions in compliance and sales process relating to investment products. Dr. Lai obtained a doctorate in finance at the London Business School. He is the author of a number of professional publications including 24-Hour FX Trading (Chinese, 2008), Advanced Investment Analysis (English, 2005), Portfolio Management (English, 2005), Lifelong Wealth Management (Chinese, 2nd ed., 2004) and Investment Analysis and Portfolio Management (English, 2002).

## Lecture Details

Two classes will be offered and applicants can choose either class according to their language preference and convenience:

Class A (TOTX004011201)	Date & Time	Venue	Class B (TOTX004011202)	Date & Time	Venue
Part I (Conducted in English)	8 Sep 2012 (Sat) 09:00 – 17:00	The Hong Kong Monetary Authority, 56/F, Two International Finance Centre, 8 Finance Street, Central, H.K.	Part I (Conducted in English)	8 Sep 2012 (Sat) 09:00 – 17:00	The Hong Kong Monetary Authority, 56/F, Two International Finance Centre, 8 Finance Street, Central, H.K.
Part II: ①+② (Conducted in English)	15 Sep 2012 (Sat) 09:00 – 17:45	The Hong Kong Institute of Bankers, 3/F, Guangdong Investment Tower, 148 Connaught Road Central, H.K.	Part II: ①+② (Conducted in Cantonese)	13 Oct 2012 (Sat) 09:00 – 17:45	Hong Kong Securities Institute, 24/F, Wing On Centre, 111 Connaught Road Central, Central, Hong Kong

Fee : HK\$3,000 (including self-study pack, lecture fee and assessment fee)  
Enrollment : By Fax at 2899 2611 or In person at the office of Hong Kong Securities Institute  
(24/F, Wing On Centre, 111 Connaught Road Central, Central, Hong Kong)  
Deadline : 3 August 2012  
Enquiry : 3120 6203 / 3120 6112

## Registration Form - Training Programme for FDRC Mediators and Arbitrators

Please "✓" one box only:

I shall enroll in ☐ Class A (TOTX004011201) ☐ Class B (TOTX004011202)

(as shown on Hong Kong Identity Card / Passport)

Full Name: Mr / Ms  
(In English)

(as shown on Hong Kong Identity Card / Passport)

Full Name:  
(In Chinese)

Organization:

Position:

E-mail\*:  
(confirmation will be sent via e-mail one week before course commences)

Mobile / Telephone no:

Professional Qualification: Mediator and/or Arbitrator\*  
(delete as appropriate)

Mediator/Arbitrator Panel Membership: (Name of Organization)

Payment Method: ☐ Crossed cheque made payable to Hong Kong Securities Institute (Cheque no.: \_\_\_\_\_)

☐ Credit Card: ☐ VISA ☐ Mastercard Amount: HK\$ \_\_\_\_\_

Cardholder Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Card No.: \_\_\_\_\_ Expiry Date: \_\_\_\_\_ (mm/yy)

### Terms and Conditions

- All fees paid are non-refundable and non-transferrable.
- All payments must be settled before the enrollment deadline.
- In case of over-subscription, priority will be given on a 'first-come-first-served' basis.
- Participants who have been allocated a seat will receive a confirmation email, together with an electronic self-study pack, by 10 August, 2012.
- Participants will be issued with a certificate of completion upon successful completion of this course and its assessments.
- Certificates will not be issued to participants who are absent (excluding scheduled breaks) for more than 15 minutes in a course.
- We reserve the right to cancel, modify and/or postpone the course.
- The information given and personal data collected will be used for the purpose of administration and communication by the Institute.
- If typhoon signal No.8 or above or black rainstorm signal is still in force at 07:00, the course on that day will be cancelled.