

Claim Enquiry Form

You are encouraged to contact and negotiate with the financial institution (“FI”) concerned for settling a dispute first. Failing which, you may consider lodging an application for mediation service with the Financial Dispute Resolution Centre (“FDRC”). We will facilitate you to resolve your dispute with the FI by way of “Mediation First, Arbitration Next”. Prior to formal submission of your application, you may fill in this Claim Enquiry Form (“Form”) for our preliminary processing. For enquiries, please call: 3199 5199.

Mandatory fields are marked with an asterisk ()*

Your Personal Particulars (Please check the appropriate box):

Identity*: Individual Joint-account holder Sole proprietor Partnership
 Limited company Others

Name* : _____

Title* : Mr Miss Ms Mrs

Correspondence Address*:

Name of the FI*:

Name of the financial product(s) involved*:

Summary of the case/dispute*: (Including nature of the financial service from which the dispute arises e.g. financial product, service or advice about a financial product or service provided by or via an FI.)

(If you need more space, please continue on a separate piece of paper and attach it to this form. You may also attach supporting documents, if needed.)

Have you lodged a written complaint with the FI? *

Yes

No

Has the FI responded to your complaint in writing? *

Yes

No

Have you taken any court action on the dispute? *

Yes

No

Have you lodged a complaint with the Insurance

Yes

No

Claims Complaints Bureau? *

Through which channel did you first learn about FDRC?* TV Radio Newspaper/Magazines

Online Outdoor Ad FI HKMA SFC Others _____

Personal Information Collection Statement (“PICS”)

Please be advised that it is voluntary for you to provide to the FDRC your personal data. All personal data submitted will only be used for purposes which are directly related to this claim enquiry.

You have the right to request access to and correction of your personal data held by the FDRC. You should make your access request by completing the Data Access Request Form (available at the website and Reception Counter of the FDRC) and submitted to the FDRC’s Data Protection Officer at Room 408-409, 4/F., West Wing, Justice Place, 11 Ice House Street, Central, Hong Kong by post or via email to fdrc@fdrc.org.hk.

Please note that the FDRC may transfer your personal data to parties who will be contacted by us during the handling of this claim enquiry including the related FI and/or other parties concerned. The personal data collected by the FDRC in the performance of its functions may be disclosed to agencies who are authorised to receive information relating to law enforcement, prosecution and review of decisions. You may browse our website for our Privacy Policy Statement.

* I have read, and hereby understand and agree the PICS of the FDRC.

Signature: _____

Date: _____

Please submit this form via fax (2565 8662), email (fdrc@fdrc.org.hk) or by post.

(· You may fold along the dotted lines and seal this form. No postage stamp is required if posted in Hong Kong.

· You may also use your own envelop by printing our address and the freepost no. on the front for free local postage.)

Please fold and seal here 請沿此線摺好密封	POSTAGE WILL BE PAID BY LICENSEE 郵費由 持牌人支付	DISPUTE RESOLUTION DEPARTMENT FINANCIAL DISPUTE RESOLUTION CENTRE ROOM 408-409, 4/F., WEST WING JUSTICE PLACE, 11 ICE HOUSE STREET CENTRAL, HONG KONG FREEPOST NO. 10 GPO	NO POSTAGE STAMP NECESSARY IF POSTED IN HONG KONG 如在本港投寄 毋須貼上郵票	Please fold and seal here 請沿此線摺好密封
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