

### Curriculum Vitae

<b>Name (Dr/Mr/Ms/Mrs)</b>	<b>Ms Fanny Cheung</b> LL.B. (Hons.)(HKU); Dip. in Psychology (CUHK); Master of Counselling (UNE, Australia); Accredited Mediator (HKMAAL, HKI Arb); FHKI Arb (HKI Arb)			
<b>Present Position</b>	<b>Mediator</b>			
<b>Occupation</b>	<b>Mediator</b>			
<b>Language Ability (including dialects) (Please state your level)</b>	<b>Written Level (superior, advanced, intermediate, or novice)</b>			
	English <b>Advanced</b>	Chinese <b>Advanced</b>	Others (Please specify)	
	<b>Spoken Level (native, fluent, proficient, or fair)</b>			
	English <b>Fluent</b>	Cantonese <b>Native</b>	Mandarin <b>Proficient</b>	Others (Please specify)
<b>Accreditation Body and Year of Accreditation</b>	Hong Kong International Arbitration Centre ("HKIAC"), 2004 Hong Kong Mediation Accreditation Association Limited ("HKMAAL"), 2013			
<b>Mediation and Arbitration Training</b>	Postgraduate Diploma in Family Mediation Course, HKUSPACE, 2001; Certificate in Managing Workplace Conflict, MTI, 2005; Assessor Training Course, HKIAC, 2010; Assessors Forum, HKMAAL, 2013; Bond University, Australia, Advanced Mediation Masterclass, 2015; Hong Kong Institute of Arbitrators (Fellow Member), 2019			
<b>Mediation / Arbitration Experience (including the number of cases conducted)</b>	Around 70 cases conducted including family disputes and commercial disputes; Handle matters in relation to the financial dispute resolution scheme, including case management, conduction of interviews, pre-mediation meetings, preparatory meetings and mediation sessions, and training of case officers, etc.; Extensive coaching experience in mediation training courses for various institutes since 2009, including University of Hong Kong, City University of Hong Kong, Hong Kong Academy of Law, Hong Kong Baptist University, Hong Kong Shue Yan University and Utility Training Institute			
<b>Other Relevant Working Experience (Dispute Resolution or otherwise) and the time period during which such experience is acquired</b>	Managing the Financial Dispute Resolution Scheme for around 12 years; 12 years claims handling experience in insurance and reinsurance companies; 5 years dispute resolution experience (individual, couple and group); 6 years building management experience.			
<b>Other expertise or related experience</b>	Banking operation, securities, insurance, commercial, building management, family disputes			

個人簡歷

姓名 (博士/先生/女士)	蔣琬芬女士 LL.B. (Hons.)(HKU); Dip. in Psychology (CUHK); Master of Counselling (UNE, Australia); Accredited Mediator (HKMAAL, HKI Arb); FHKI Arb (HKI Arb)			
現任職位	調解員			
職業	調解員			
語言能力 (包括方言)  (請註明程度)	書寫程度 (極佳、流暢、中間或一般)			
	英文 流暢	中文 流暢	其他 (請註明)	
	口語程度 (母語、流利、精通或一般)			
	英語 流利	廣東話 母語	普通話 精通	其他 (請註明)
調解/仲裁資格認可 機構及認可年份	香港國際仲裁中心, 2004 年 香港調解資歷評審協會, 2013 年			
曾參與之調解 / 仲裁課程	香港大學專業進修學院, 家事調解深造文憑 (2001); 調解培訓學院 (MTI), 職間衝突管理證書 (2005); 香港國際仲裁中心, 調解員資格第二階段評審的評審主任培訓課程 (2010); 香港調解資歷評審協會, 調解員資格第二階段評審的評審主任培訓課程 (2013); 澳洲龐德大學, 進深調解課程 (2015); 香港仲裁師協會會員 (2019)			
調解 / 仲裁經驗  (請註明個案數字 及性質)	擔任約 70 宗調解個案的調解員, 當中包括家事調解個案及商業糾紛調解個案; 處理在金融糾紛調解計劃下的事宜, 包括個案處理、接見當事人、進行調解前會議、進行調解會議、培訓調解計劃主任等; 自 2009 年起, 作為香港國際仲裁中心及/或香港調解資歷評審協會的調解員培訓第一階段調解員培訓課程的教練, 包括香港大學、香港城市大學、香港法律專業學會、香港浸會大學、香港樹仁大學及管綫學院。			
其他相關工作經驗 (處理糾紛或其他 性質)及獲得相關 工作經驗的日期 / 時間	約12年管理金融糾紛調解計劃經驗 12 年在一般保險公司及專業再保險公司處理理賠個案和投訴的經驗 5 年在私人機構處理家事及其他相關爭議的經驗 6 年參與大廈管理的經驗			
擁有的專業或相關 經驗	銀行業務、證券、保險、商事、大廈管理、家事爭議			