

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.

Work Flow of Financial Dispute Resolution Centre (FDRC)

