

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

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

Our Ref: _____
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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: