

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

Our Ref: _____

Date Received: _____

(For FDRC’s Official Use Only)

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:

Attachment to Annex X

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: