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金融糾紛調解中心
FINANCIAL DISPUTE RESOLUTION CENTRE



ABOUT FDRC 金融糾紛調解中心

Established as a non-profit making company limited by guarantee with seed funding from the Government of the Hong Kong Special Administrative Region (“Government”), the Hong Kong Monetary Authority (“HKMA”) and the Securities and Futures Commission (“SFC”), the Financial Dispute Resolution Centre (“FDRC”) commenced its operation on 19 June 2012. It administers in an independent and impartial manner a Financial Dispute Resolution Scheme (“FDRS”), which provides an effective and cost-efficient channel for financial institutions and their individual customers to resolve their monetary disputes by way of “Mediation First, Arbitration Next”. Together with other stakeholders, FDRC is committed to providing an amicable environment for Hong Kong as an international financial centre.

金融糾紛調解中心（「調解中心」）是一間由香港特別行政區政府（「政府」）、香港金融管理局（「金管局」）和證券及期貨事務監察委員會（「證監會」）出資成立的非牟利擔保有限公司，於2012年6月19日投入服務。調解中心獨立持平地管理一個金融糾紛調解計劃（「調解計劃」），以「先調解，後仲裁」方式，為金融機構及其個人客戶提供一個有效及收費相宜的渠道以解決其金錢爭議。藉此模式，調解中心與各持份者致力為香港締造一個融和的市場環境，以鞏固香港作為國際金融中心的地位。

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BACKGROUND

The Formation of the Financial Dispute Resolution Centre

- In December 2008, the Hong Kong Monetary Authority (“HKMA”) and the Securities and Futures Commission (“SFC”) proposed to the Government of the Hong Kong Special Administrative Region (“Government”) to set up a dispute resolution mechanism for the financial industry in Hong Kong.
- A public consultation on the proposal was launched by the Government in February 2010. The proposal received general support. In December 2010, the Government announced the formation of the Financial Dispute Resolution Centre (“FDRC”) to assist financial institutions to resolve monetary disputes with their individual customers through a dispute resolution mechanism that is independent, impartial, accessible, efficient and transparent.
- The FDRC was set up on 18 November 2011 as a non-profit making company limited by guarantee and obtained charitable status for tax exemption purpose. It began its operation on 19 June 2012.
- From the commencement of its operation to the end of 2014, the FDRC received 5,250 enquiries, handled 82 applications for mediation services and 7 arbitration cases. Regarding the mediation cases handled, a success rate of over 80% has been achieved and approximately 88% of the users of the mediation services rated FDRC’s services as “Satisfactory” or above in the customer satisfaction surveys.

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背景

金融糾紛調解中心的成立

- 香港金融管理局（「金管局」）與證券及期貨事務監察委員會（「證監會」）於2008年12月向香港特別行政區政府（「政府」）建議為香港金融業設立一個糾紛解決機制。
- 政府就此建議於2010年2月進行公眾諮詢並獲得普遍支持。在2010年12月，政府公佈設立金融糾紛調解中心（「調解中心」），透過其獨立、持平、便捷、有效及公開透明的解決金融爭議機制，協助金融機構及其個人客戶解決金錢爭議。
- 調解中心於2011年11月18日以非牟利擔保有限公司的形式成立，並獲認可為慈善機構及豁免繳稅。調解中心於2012年6月19日投入服務。
- 自投入服務至2014年底，調解中心共接獲5,250宗查詢，處理82宗調解服務申請及7宗仲裁個案。在已處理的調解個案中，共錄得逾80%的成功率，當中約88%的調解服務使用者在其客戶滿意度調查中，評價調解中心的服務為「滿意」或以上評級。



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Financial Dispute Resolution Scheme

- FDRC administers an independent and impartial Financial Dispute Resolution Scheme (“FDRS”). By way of “Mediation First, Arbitration Next”, FDRS provides a one-stop service to assist individual customers and financial institutions to resolve monetary disputes with a maximum claimable amount of HK\$500,000.
- All financial institutions authorised by the HKMA and/or licensed by the SFC, except those which provide credit rating services only, are members of FDRS.
- FDRC signed a Memorandum of Understanding (“MOU”) with the HKMA and the SFC to set out clearly their respective roles. According to the MOU, the HKMA and the SFC would respect FDRC’s principle of impartiality and confidentiality.
- The operation of the FDRS and the FDRS Guidelines on Intake Criteria of Cases (“Intake Criteria”) are governed by the Terms of Reference (“ToR”).
- A full version of Intake Criteria is contained in the ToR. It is available at the FDRC website: www.fdr.org.hk. Some key requirements of the Intake Criteria include:
 - ▶ An Eligible Claimant is an individual or a sole proprietor.
 - ▶ The financial institution involved in the dispute is a member of the FDRS.
 - ▶ The claim is of monetary nature with a maximum claimable amount of HK\$500,000.
 - ▶ The claimant has lodged a written complaint to the relevant financial institution. He/she has received a Final Written Reply but the dispute cannot be resolved or he/she has not received a Final Written Reply more than 60 days after he/she lodged a written complaint.
 - ▶ The claim is made within 12 months from the date of purchase of the financial product or service or the claimant first had knowledge of his/her loss.
 - ▶ The claim is not currently under or has gone through court proceedings.
 - ▶ The claim is not about policies, fees and investment performance, except a dispute concerning an alleged non-disclosure, inadequate disclosure, misrepresentation, negligence, incorrect application, breach of fiduciary duty, breach of any legal obligation or duty, or maladministration.

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金融糾紛調解計劃

- 調解中心負責管理一個獨立持平的金融糾紛調解計劃（「調解計劃」）。調解計劃以「先調解，後仲裁」的方式，提供一站式的服務，協助解決個人客戶與金融機構之間不超過港幣500,000元的金錢爭議。
- 所有受金管局認可及／或證監會監管的金融機構（只從事提供信貸評級服務的機構除外），均為調解計劃的成員。
- 調解中心與金管局及證監會簽署了諒解備忘錄，清楚列明各自的角色。根據諒解備忘錄，金管局及證監會尊重調解中心的持平和保密原則。
- 調解計劃的運作及其《個案受理準則指引》（「個案受理準則」）受《職權範圍》所規管。
- 個案受理準則載於《職權範圍》內，並已上載至調解中心網頁www.fdr.org.hk。個案受理準則的其中幾項重要條件包括：
 - ▶ 合資格申索人須為個人或獨資經營者。
 - ▶ 涉及爭議的金融機構須為調解計劃的成員。
 - ▶ 申索屬金錢性質，最高申索額為港幣500,000元。
 - ▶ 申索人已經向有關金融機構作出書面投訴，並已收到最後書面答覆，但爭議未能夠解決；又或在書面投訴超過60天後，申索人仍未收到最後書面答覆。
 - ▶ 申索人須於購買金融產品或服務，或首次得知蒙受金錢損失，當日起12個月內提出申索。
 - ▶ 申索個案不是目前正在或已經進行法院訴訟程序。
 - ▶ 申索並非與政策、收費及投資表現有關，但指稱涉及隱瞞、資料披露不足、失實陳述、疏忽、不正確施行、違反受信任義務、違反任何法律責任或職責，或行政失當的爭議除外。



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MISSION AND VISION 使命及抱負

Mission 使命

To provide independent and impartial “Mediation First, Arbitration Next” processes of dispute resolution to facilitate the resolution of monetary disputes between financial institutions and individual customers in Hong Kong.

提供獨立及不偏不倚的「先調解，後仲裁」爭議解決程序，協助香港的金融機構及其個人客戶解決他們之間的金錢爭議。

Vision 抱負

To be the leading provider of financial dispute resolution processes to deal with differences between financial institutions and their customers constructively before they escalate and to support Hong Kong as an international financial centre by extending our services and engaging stakeholders of the financial industry.

本中心致力成為香港提供解決金融業相關爭議服務的領導者，以具建設性的方法處理金融機構與其客戶之間的金融爭議，避免爭議升溫，並透過擴大我們服務的範圍及聯繫金融業界的持份者，一起鞏固香港的國際金融中心地位。



THE GUIDING PRINCIPLES 原則

Independence 獨立

To provide and operate an independent dispute resolution scheme for financial institutions and their customers.

為金融機構及其客戶提供及管理獨立的爭議解決計劃。

Impartiality 持平

To maintain and implement the dispute resolution processes where both the financial institutions and their customers are treated in an impartial way.

在維持及貫徹執行爭議解決的程序上，不偏不倚地對待金融機構及其客戶。

Accessibility 便捷

To provide accessible and user-friendly services for our users with dispute resolution processes which are simple, straightforward and easy to understand.

制訂簡單直接、易於理解的爭議解決程序，為使用者提供便捷的服務。

Efficiency 有效

To ensure that financial disputes are settled in a timely and efficient manner.

確保金融爭議可盡快及有效地解決。

Transparency 透明度

To be as open and transparent as possible in dealing with financial disputes, whilst also acting in accordance with confidentiality and privacy obligations under the laws of Hong Kong.

在處理金融爭議時，盡可能維持公開、透明及按照香港法律下有關保密及保障私隱的條例進行。

CHAIRMAN'S MESSAGE

FDRC has been serving the community for more than two years since June 2012. With the professional knowledge and the dedication from its staff, mediators and arbitrators, both the mediation success rate and the user satisfactory rate increased steadily in 2014. These encouraging results have reaffirmed that mediation is an effective and efficient means in resolving financial disputes.

The Board made a decision last year to move the FDRC office to Wan Chai district upon the lease expiry of the Quarry Bay office premises and the relocation work was completed in January 2015. Located in a public transport hub where related organisations and government offices are situated, the improved accessibility of the new office should allow FDRC to enhance its services.

The Disciplinary Committee was established during the year. Its Chairman, Mr Huen Wong, and other committee members are distinguished persons in their respective fields. I am very pleased and honoured to have their support in assuring FDRC's service quality.

Special thanks are also extended to the members of the Appointment Committee for maintaining high professional standards of listed mediators and arbitrators. Two Continuing Professional Development ("CPD") workshops were held for the mediators and arbitrators, as well as the case officers during 2014, as part of the training and CPD programme.

Challenges lie ahead in 2015 including the improvement and promotion of FDRC's services and the formulation of funding mechanism for its FDRS members. FDRC will endeavour to strengthen communications with the general public, the financial institutions and other stakeholders regarding their needs and opinions on its services.

Finally, I would like to take this opportunity to express my sincere gratitude and appreciation to members of the Board and the Committees, our listed mediators and arbitrators, and our staff for their dedication and valuable contribution to FDRC during the period.



Chairman



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主席的話

自2012年6月開業以來，調解中心已服務公眾逾兩年，感謝同事、調解員和仲裁員的專業知識及盡心服務，調解中心於2014年的調解成功率及使用者滿意程度得以穩步提升，成績令人鼓舞，亦再次確定調解是一個快捷有效解決金融爭議的方式。

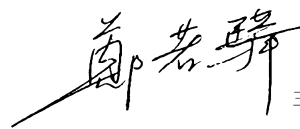
去年，因應鰂魚涌辦事處的租約屆滿，董事局決定把調解中心搬遷至灣仔區，而搬遷工作亦在2015年1月完成。新辦公室位於交通樞紐，相關的機構及政府部門林立，能為使用者帶來更大的交通方便，藉此進一步提升中心服務的便捷性。

紀律委員會於年內成立，委員會主席王桂壩律師及委員會成員皆為業界精英，能夠得到他們的支持，以確保中心的服務質素，我為此感到高興及榮幸。

我亦感謝遴選委員會的努力，以維持中心名單上的調解員及仲裁員的高度專業水平。在2014年，中心為我們的調解員和仲裁員，以及中心的個案主任，舉辦兩場工作坊，作為培訓及持續專業發展項目的一部分。

2015年存在多項挑戰，當中包括改善和推廣中心服務，及制定調解計劃成員的收費制度。中心致力加強與公眾、金融機構、及其他持份者的溝通，以了解及聽取他們對中心服務的需求及意見。

最後，我藉此機會由衷感謝董事局成員和各委員會成員、我們名單上的調解員及仲裁員、與員工們於期內為中心所作出的努力和貢獻。


主席



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CHIEF EXECUTIVE OFFICER'S REPORT

FDRC has seen a modest increase in case applications in 2014. Success rate in mediation and user satisfaction remained at satisfactory levels. In fact, FDRC is committed to offering service excellence to FDRS members and users, whilst providing them with an independent, impartial and efficient financial dispute resolution platform.

To promote the awareness of FDRC and its services, publicity activities including but not limited to the following were conducted in 2014:

- “FDRC Open Day” was organised in March as part of the “Mediation Week” held by the Department of Justice. The event was co-organised with 10 supporting organisations including the Investor Education Centre and the Consumer Council. Over 200 visitors from the general public and our stakeholders joined the event;
- Over 1,300 investors, who participated in four investor education talks and an investor expo, learned about FDRC’s services; &
- A total of 39 information seminars, briefing sessions and talks were held for financial institutions and other stakeholders.

In addition, FDRC has been striving to promote the awareness of its services through media advertising. It has also engaged a marketing research firm to ensure that future promotion/communications strategy can be more effectively planned in reaching target audience.

The new office in Wan Chai should offer better physical accessibility to FDRS members and users. FDRC is also mindful of maintaining a high quality level of its dispute resolution services. In this connection, two CPD workshops were held for its listed mediators/arbitrators and its staff members. A Disciplinary Committee was also established in the year to assure the quality of its services.

Finally, I wish to thank our Chairman and Board of Directors for their strategic guidance and advice, the FDRC staff members for their conscientiousness and diligence, and the FDRS members and users for their valuable support and cooperation throughout the year.



Chief Executive Officer



行政總裁報告

在2014年，調解中心的申請個案錄得溫和增長，調解成功率及使用者滿意度亦維持在滿意水平。事實上，調解中心一直致力為調解計劃成員和使用者提供優質的服務，並建構一個獨立、不偏不倚及有效的金融糾紛解決平台。

為了提升調解中心及其服務的認知度，調解中心於2014年舉辦了多項包括但不限於以下的宣傳推廣活動：

- 配合律政署主辦的「調解周」活動，中心聯同包括投資者教育中心及消費者委員會在內的十間支持機構，於三月份舉辦了首次的「調解中心開放日」，吸引逾200名市民及持份者參加；
- 主辦四場以投資者教育為主題的講座，並參與一項投資者博覽活動，共向超過1,300名投資者介紹中心服務；及
- 為金融機構及其他持份者舉行39場簡介會、分享會和講座。

此外，調解中心亦透過大眾媒體向公眾推廣中心的服務，中心亦已委託市場研究諮詢公司進行研究，以確保制訂更有效的宣傳/傳訊策略，向目標觀眾推廣中心的服務。

遷往灣仔後的調解中心，將為調解計劃成員和使用者提供更大的便捷。此外，我們亦致力維持高水平的糾紛解決服務。為此，我們為調解中心調解員和仲裁員名單上的人士及中心的職員舉辦兩場持續專業發展工作坊，並於年內成立了一個紀律委員會，以確保我們的服務質素。

最後，我衷心感謝主席及各位董事局成員在過去一年的策略性指導及建議；調解中心各同事的盡責與勤奮；以及調解計劃成員和使用者的寶貴支持和合作。

吳子威

行政總裁



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Prof. Teresa Cheng Yeuk-wah *GBS, SC, JP*

鄭若驊教授 *GBS, SC, JP*

Chairman 主席

- Chairperson, Hong Kong International Arbitration Centre
- Chairperson, Air Transport Licensing Authority
- 香港國際仲裁中心主席
- 空運牌照局主席



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Mr. James H. Lau Jr. JP
劉怡翔先生 JP

Director 董事

- Under Secretary for Financial Services and the Treasury
HKSAR Government
- 香港特別行政區政府
財經事務及庫務局副局長



Ms. Meena Datwani JP
戴敏娜女士 JP

Director 董事

- Director-General (Enforcement)
Hong Kong Monetary Authority
- 香港金融管理局執行總監（法規）

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Mr. Mark Robert Steward
施衛民先生

Director 董事

- Executive Director, Enforcement Securities and Futures Commission
- 證券及期貨事務監察委員會
法規執行部執行董事



Mr. Philip Leung Kwong-hon
梁光漢先生

Director 董事

- Vice-Chairman
Hong Kong Consumer Council
- Director of Information Technology Services, The Chinese University of Hong Kong
- Chairman, Hong Kong Public Key Infrastructure (“PKI”) Forum
- Chairman, Asia PKI Consortium
- Member, Advisory Committee on Code of Practice for Recognized Certification Authorities (“ACCOP”)
- Director, Internet Society Hong Kong (“ISOC HK”)
- 香港消費者委員會副主席
- 香港中文大學資訊科技服務處處長
- 香港公匙基建論壇主席
- 亞洲公匙基建聯盟主席
- 認可核證機關業務守則諮詢委員會成員
- 香港互聯網協會董事

* Mr. Philip Leung Kwong-hon was appointed with effect from 31 March 2014.

* 梁光漢先生之委任於二零一四年三月三十一日生效。

THE BOARD OF DIRECTORS 董事局



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Mr. Fred Kan
簡家驄先生

Director 董事

- Senior Partner, Fred Kan & Co.
- Council Member, Hong Kong International Arbitration Centre
- 簡家驄律師行高級合夥人
- 香港國際仲裁中心理事會成員



Mr. Jason C.W. Yeung
楊志威先生

Director 董事

- Deputy Chief Executive
Bank of China (Hong Kong) Limited
(Retired with effect from
1 March 2015)
- Chief Compliance and Risk
Management Officer, Fung Group
(With effect from 1 July 2015)
- Member, Insurance Advisory
Committee, Office of the
Commissioner of Insurance
- 中國銀行（香港）有限公司副總裁
（退任於二零一五年三月一日生效）
- 馮氏集團監察及風險管理總裁
（委任於二零一五年七月一日生效）
- 保險業監理處保險業諮詢委員會成員

* Mr. Jason C.W. Yeung was appointed with effect from 1 March 2014.

* 楊志威先生之委任於二零一四年三月一日生效。

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Mr. Brian Fung Wei-lung
馮煒能先生

Director 董事

- General Manager
Kaiser Financial Services
- Permanent Honorary President
Hong Kong Securities Association
- Member, Claims Committee, Investor
Compensation Company Limited
- Member, Advisory Committee
Investor Education Centre
- Member, Mainland Opportunities
Committee, Financial Services
Development Council
- 嘉信金融服務總經理
- 香港證券業協會永遠名譽會長
- 投資者賠償有限公司申索委員會委員
- 投資者教育中心諮詢委員會委員
- 金融發展局內地機遇小組成員



Mr. Anthony Ng Tze-wai
吳子威先生

Director 董事

- Chief Executive Officer, FDRC
- 金融糾紛調解中心行政總裁

* Mr. Anthony Ng Tze-wai was appointed with effect
from 1 January 2015.

* 吳子威先生之委任於二零一五年一月一日生效。

THE BOARD OF DIRECTORS 董事局

Retired/Resigned Directors in 2014 二零一四年度期內退任/辭任董事



Ms. Barbara Shiu
邵蓓蘭女士

Director 董事

- Senior Fellow, Hong Kong Securities and Investment Institute
- General Manager, Operational Risk and Compliance Department
Bank of China (Hong Kong) Limited
(Retired with effect from 1 November 2014)
- Member, Products Advisory Committee of the SFC
(from 1 April 2012 to 31 March 2014)
- 香港證券及投資學會傑出資深會員
- 中國銀行（香港）有限公司
操作風險及合規部總經理
（退任於二零一四年十一月一日生效）
- 證券及期貨事務監察委員會
產品諮詢委員會成員（二零一二年四月
一日至二零一四年三月三十一日）

* Ms. Barbara Shiu retired with effect from 1 March 2014.
* 邵蓓蘭女士之退任於二零一四年三月一日生效。



Ms. Connie Lau Yin-hing JP
劉燕卿女士 JP

Director 董事

- Member, Financial Reporting Council
- Council Member, City University of Hong Kong
- Member, Steering Committee on Review of the Regulation of Private Healthcare Facilities
- Member, Consultative Group on Health Protection Scheme
- Member, Hospital Authority Review Steering Committee
- Former Chief Executive
Hong Kong Consumer Council
- 財務匯報局委員
- 香港城市大學校董
- 私營醫療機構規管檢討督導委員會委員
- 醫療保障計劃諮詢小組委員
- 醫院管理局檢討督導委員會委員
- 香港消費者委員會前任總幹事

* Ms. Connie Lau Yin-hing JP resigned with effect from 31 March 2014.
* 劉燕卿女士JP之辭任於二零一四年三月三十一日生效。



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Retired/Resigned Directors in 2014 二零一四年度期內退任/辭任董事



Ms. Sou Chiam
詹少弘女士

Director 董事

- Former Chief Executive Officer
FDRC
- 金融糾紛調解中心前任行政總裁

* Ms. Sou Chiam resigned with effect from 29 August 2014.

* 詹少弘女士之辭任於二零一四年八月二十九日生效。

遴選委員會

THE APPOINTMENT
COMMITTEE

遴選委員會

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The FDRC Appointment Committee (“AC”) was chaired by Mr. Fred Kan in 2014. The AC is in charge of approving applications for admission to the FDRC List of Mediators and FDRC List of Arbitrators (the “Lists”) and ensuring that the assessment and admission processes are fair and independent. The AC also makes recommendations to the Board on matters relating to the maintenance and development of standards of mediators and arbitrators on the Lists.

In 2014, the AC held three meetings and examined a variety of matters, including:

- Reviewed 2 CPD activities and awarded CPD points to attendees who were mediators and arbitrators on the Lists. The CPD activities kept them abreast of the latest market knowledge and practices to maintain their high standards and to encourage professional advancement;
- Made recommendations to the Board on the amendments to the Standards and Procedures for Admission to the FDRC List of Mediators and FDRC List of Arbitrators;
- Considered and approved 4 applications for admission to the FDRC List of Mediators; and
- Considered and approved 7 applications for admission to the FDRC List of Arbitrators.

於2014年，調解中心遴選委員會（「選委會」）由簡家聰先生擔任主席。選委會負責審批所有有意加入調解中心調解員名單和調解中心仲裁員名單（「名單」）之人士的申請，確保審核及取錄過程公平獨立，並就維持和提升名單上之調解員及仲裁員資格水平的有關事宜向董事局提出建議。

選委會於2014年內共召開三次會議，審議多項事宜，包括：

- 檢討兩項持續專業發展培訓活動，並向出席活動的調解員和仲裁員授予持續專業發展積分。有關培訓活動讓名單上之調解員和仲裁員認識最新的市場知識及運作，以維持他們的高度水平和鼓勵持續專業發展；
- 向董事局建議修訂納入名單之標準和程序；
- 審核及批准4份要求加入調解中心調解員名單的申請；及
- 審核及批准7份要求加入調解中心仲裁員名單的申請。



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THE APPOINTMENT COMMITTEE 遴選委員會



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Mr. Fred Kan
簡家聰先生

Chairman 主席

- Senior Partner, Fred Kan & Co.
- Council Member, Hong Kong International Arbitration Centre
- 簡家聰律師行高級合夥人
- 香港國際仲裁中心理事會成員



Prof. Nadja Alexander
利珊雅教授

Member 委員

- Dispute Resolution Consultant
World Bank Group
- Visiting Professor, The University of Hong Kong
- Vice Chair, Mediation Committee
International Bar Association
- 世界銀行集團爭端解決顧問
- 香港大學客席教授
- 國際大律師公會調解委員會副主席

Note: FDRC CEO is an ex officio member of the Appointment Committee.
註：調解中心的行政總裁為遴選委員會當然委員。

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Mr. Lester G. Huang *LLB, MEd, JP*
黃嘉純先生 *LLB, MEd, JP*

Member 委員

- Managing Partner, P. C. Woo & Co.
- Member, Exchange Fund Advisory Committee
Hong Kong Monetary Authority
- Director, The Hong Kong Mortgage Corporation
- 胡百全律師事務所合夥人
- 香港金融管理局外匯基金諮詢委員會委員
- 香港按揭證券有限公司董事



Dr. Shahla Ali
安夏蘭博士

Member 委員

- Associate Professor & Deputy Head (Student Affairs/Exchange), Faculty of Law, The University of Hong Kong
- Deputy Director, LLM in Arbitration and Dispute Resolution
The University of Hong Kong
- 香港大學法律學院副教授及副主任
(學生事務 / 交流)
- 香港大學仲裁及排解爭端法學碩士課程副院長

*Dr. Shahla Ali was appointed with effect from 1 September 2014.
*安夏蘭之委任於二零一四年九月一日生效。

THE DISCIPLINARY COMMITTEE 紀律委員會

The FDRC Disciplinary Committee (“DC”) was set up in 2014 to establish a process to deal with complaints against mediators and arbitrators on the FDRC List of Mediators and the FDRC List of Arbitrators (“Lists”). The independent DC advises and decides on the proper procedures for handling disciplinary matters to ensure that all such complaints are handled in a procedurally fair and impartial manner. The DC also made recommendations on the establishment of related complaint handling procedures, including a review and appeal mechanism.

In 2014, the DC held two meetings and deliberated a variety of matters, including:

- mechanism and procedures of handling complaints against mediators and arbitrators on the Lists; and
- procedural documents for processing complaints against mediators/arbitrators on the Lists in a systematic and procedurally fair manner.

調解中心紀律委員會（「紀委會」）於2014年成立，目的是建立一套程序，以處理外界對調解中心調解員名單及仲裁員名單（「名單」）上的調解員及仲裁員作出投訴的個案。獨立的紀委會負責就上述的紀律事務提出建議及制訂適當的程序，確保所有此等投訴個案，均在公平公正及不偏不倚的程序下進行審理。紀委會並已就如何建立有關投訴個案處理程序，以及檢討和上訴機制的問題提出建議。

紀委會於2014年內共召開兩次會議，並就多項事宜進行探討，包括：

- 名單上的調解員及仲裁員之投訴個案的處理程序和機制；及
- 在公平公正的程序下處理名單上的調解員及仲裁員投訴個案所需的文件。

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Mr. Huen Wong *BBS, JP*

王桂壘先生 *BBS, JP*

Chairman 主席

- President, Inter-Pacific Bar Association
- Chairman, Copyright Tribunal
- Member, Hospital Authority
- Member, Competition Commission
- Deputy Chairman, Inland Revenue Board of Review
- 環太平洋律師協會會長
- 版權審裁處主席
- 醫院管理局成員
- 競爭事務委員會委員
- 稅務上訴委員會副主席



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THE DISCIPLINARY COMMITTEE 紀律委員會



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Ms. Angelina Kwan *CPA*
關蕙女士 *CPA*

Member 委員

- Managing Director and Head of Regulatory Compliance, Hong Kong Exchanges and Clearing Limited
- Member, The Financial Reporting Council Process Review Panel
- Member, Council for Sustainable Development
- Vice-Chairman and Director The Women's Foundation
- Member, The Women's Commission
- 香港交易及結算所有限公司董事總經理及監管合規主管
- 財務匯報局程序覆檢委員會委員
- 可持續發展委員會委員
- 婦女基金會副主席及董事
- 婦女事務委員會委員

Note: FDRC CEO is an ex officio member of the Disciplinary Committee.

註：調解中心的行政總裁為紀律委員會當然委員。



Mrs. Clarie Lo Ku Ka Lee *JP*
盧古嘉利女士 *JP*

Member 委員

- Non-official Member, Basic Law Promotion Steering Committee
- Member, Working Group on Industrial, Commercial and Professional Sectors, Basic Law Promotion Steering Committee
- Member, Working Group on Civil Servants, Basic Law Promotion Steering Committee
- Managing Director, private company
- Counsellor, China-United States Exchange Foundation
- Chairman, Alliance of Anti-Drug Professionals Association
- 基本法推廣督導委員會非官方成員
- 基本法推廣督導委員會工商專業界工作小組成員
- 基本法推廣督導委員會公務員工作小組成員
- 董事總經理（私人公司）
- 中美交流基金會顧問
- 禁毒專業聯盟主席

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Ms. Melissa Pang *MH, JP*
彭韻僖女士 *MH, JP*

Member 委員

- Vice President
The Law Society of Hong Kong
- Member, Committee on the Promotion
of Civil Education
- Member, Construction Industry Council
- Member, Legal Aid Services Council
- 香港律師會副會長
- 公民教育委員會委員
- 建造業議會委員
- 法律援助服務局委員



Dr. Helena Yuen Chan Suk Yee *JP*
阮陳淑怡博士 *JP*

Member 委員

- Committee Member, Mediation
Committee, The Law Society
of Hong Kong
- Visiting Assistant Professor
The University of Hong Kong
- Member, The Rehabilitation
Advisory Board
- Council Member, Queen Elizabeth
Foundation for the Mentally
Handicapped
- 香港律師會調解委員會委員
- 香港大學客席助理教授
- 康復諮詢委員會委員
- 伊利沙伯女皇弱智人士基金理事會委員



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THE YEAR AT A GLANCE 全年回顧

Setting up of a Disciplinary Committee

設立紀律委員會

A Disciplinary Committee was set up to establish a process to deal with complaints against the FDRC's listed mediators and arbitrators, ensuring that all complaints under the FDRS are handled in a procedurally fair and impartial manner.

設立紀律委員會，其目的是制定一套程序，以處理對調解中心名單上的調解員和仲裁員作出投訴的個案，確保金融糾紛調解計劃下的所有投訴個案，均在公平公正及不偏不倚的程序下進行審理。

Over 80% Mediation Success Rate

調解成功率逾八成

Of the cases handled, over 80% of the cases were successfully settled in our mediation processes. Approximately 91% of the mediation service users (which covered both parties involved in the disputes) rated FDRC's services as "Satisfactory" or above.

已處理的個案中，逾八成個案在我們的調解過程中成功解決。約91%的調解服務使用者（包括爭議雙方）對調解中心的服務給予「滿意」或以上的評級。

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FDR Open Day 調解中心開放日

The first FDR Open Day was held in March, allowing the general public and stakeholders to learn more about financial mediation and FDR.

中心於3月份舉辦首次開放日，讓公眾及持份者對金融調解以及調解中心有更深入的認識。

Over 50% of Enquiries related to Financial Products and Services 逾半查詢與金融產品 及服務相關

FDR's hotline and enquiry services received 2,004 enquiries. Of all the enquiries received, approximately 56% were related to complaints about financial products and services.

調解中心的熱線及查詢服務共接獲2,004宗查詢。在所收到的查詢中，約56%與金融產品及服務之投訴有關。

Office Relocation 辦公室搬遷

After months of planning, FDR was relocated from Quarry Bay to the more convenient Wan Chai district in January 2015. The new location makes FDR's services more accessible to the general public.

經過多月籌劃，調解中心於2015年1月由鯽魚涌搬遷至交通更為便利的灣仔區，藉此讓調解中心為市民大眾帶來更便捷的服務。

Reaching Out to the Public 對外推廣

In addition to the abovementioned Open Day, FDR conducted 196 public enquiry meetings, information seminars, talks, briefing sessions and promotional activities. A total of 6,139 people were reached, including staff of financial institutions, members of professional bodies and the general public.

除了上述開放日外，調解中心亦舉辦了196場公眾諮詢面談、簡介會、講座、分享會及推廣活動，共接觸6,139人，包括金融機構職員、專業團體成員及公眾人士。



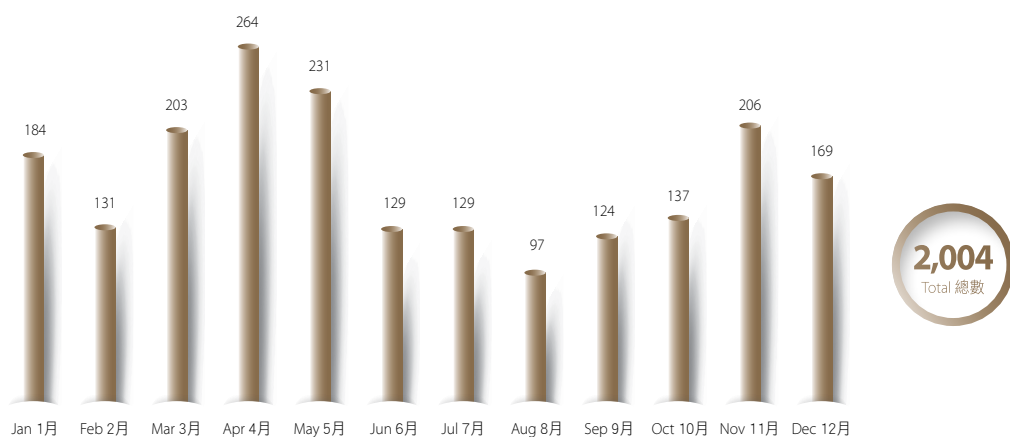
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ENQUIRIES 查詢

Number of Enquiries 查詢數字

From 1 January 2014 to 31 December 2014, a total of 2,004 enquiries were received by FDRC, representing an average of 167 enquiries per month.

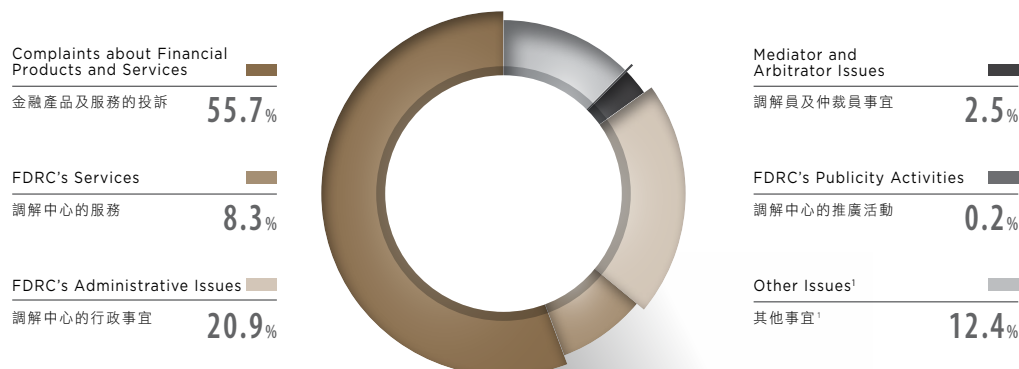
從2014年1月1日至2014年12月31日為止，調解中心共接獲2,004宗查詢，平均每月167宗。



Nature of Enquiries 查詢類別

Out of 2,004 enquiries received, 1,117 were related to complaints about financial products and services, 166 were about FDRC's services, 418 were related to FDRC's administrative issues, 50 were related to mediator and arbitrator issues, 5 were related to FDRC's publicity activities and 248 were related to other issues¹.

在接獲的2,004宗查詢中，1,117宗關於金融產品及服務的投訴，166宗關於調解中心的服務，418宗關於調解中心的行政事宜，50宗關於調解員及仲裁員事宜，5宗關於調解中心的推廣活動，248宗則關於其他事宜¹。



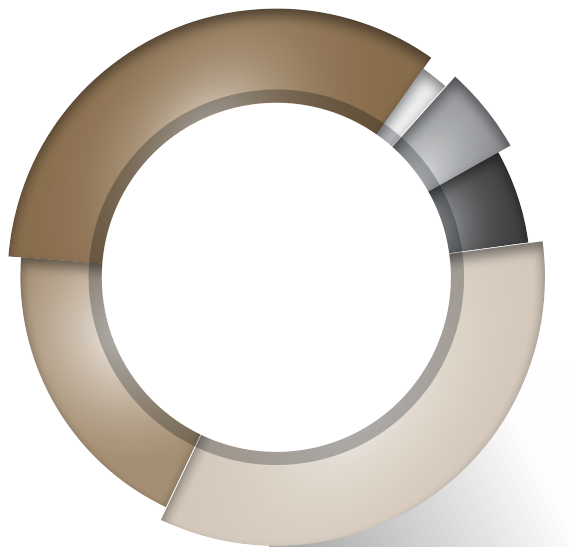
¹ "Other issues" include regulatory issues not of monetary nature, building management disputes, family disputes, commercial disputes, debt collection, financial disputes between individuals, tenancy disputes and employment disputes, etc.
「其他事宜」包括非金錢性質的監管問題、大廈管理糾紛、家庭糾紛、商業糾紛、債務追討、個人之間的金融糾紛、租賃糾紛及勞資糾紛等。

Nature of Financial Products and Services 金融產品及服務

Out of the 1,117 enquiries related to financial products and services, 375 were about Investments², 214 were on Liabilities³, 382 were related to Insurance⁴, 67 were about Assets⁵ and 59 were on others⁶, while 20 could not be classified.

在1,117宗與金融產品和服務相關的查詢當中，375宗關於投資²，214宗涉及債務³，382宗為保險⁴，67宗與資產相關⁵，59宗則為其他產品⁶，其餘20宗未能分類。

Investments ²	33.6%
投資 ²	33.6%
Liabilities ³	19.1%
債務 ³	19.1%
Insurance ⁴	34.2%
保險 ⁴	34.2%
Assets ⁵	6.0%
資產 ⁵	6.0%
Others ⁶	5.3%
其他 ⁶	5.3%
Not Applicable	1.8%
不適用	1.8%



2 "Investments" include bonds, commodities, derivatives, unlisted structured products and FX/leveraged FX trading, shares/equities/stocks, and unit trusts/mutual funds/managed funds.

「投資」包括債券、商品、衍生工具、非上市結構性產品、外匯買賣／槓桿式外匯買賣、股票及單位信託／互惠基金／管理基金等。

3 "Liabilities" include credit cards, loan facilities and mortgages.

「債務」包括信用卡、貸款及樓宇按揭等。

4 "Insurance" includes investment-linked products, life (non-investment-linked) products, general and group insurance policies.

「保險」包括投資相連保險產品、人壽保險產品（非投資相連）、一般保險及團體保單等。

5 "Assets" include integrated bank accounts, cheques, safe deposit boxes, savings and deposits, and stored value cards provided by financial institutions.

「資產」包括綜合銀行賬戶、支票、安全保險箱、儲蓄和存款、以及由金融機構提供的儲值卡等。

6 "Others" include Mandatory Provident Fund Schemes, Occupational Retirement Schemes, payments and cash management, and other investment products.

「其他」包括強積金計劃、職業退休計劃、付款和現金管理、以及其他投資產品。



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Prima Facie Ineligible Disputes 根據表面資料被列為不符合資格的爭議

Among the 2,004 enquiries received, 1,117 were related to complaints about financial products and services. Among which, about 1,012 were classified as prima facie ineligible disputes under the Intake Criteria of the ToR. The three major reasons for ineligibility were:

- Enquirer's knowledge of monetary loss exceeded the 12-month limitation period
- The disputes involved organisations which were not members of FDRS
- Claim amount exceeded the maximum claimable amount of HK\$500,000

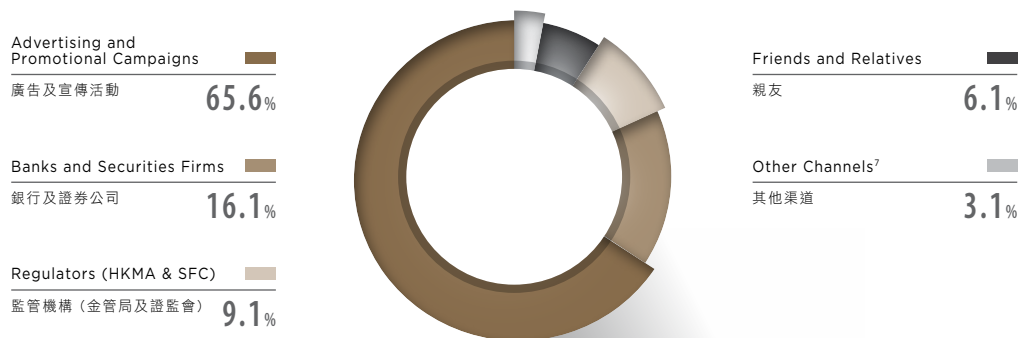
在接獲的2,004個查詢當中，1,117宗與金融產品及服務的投訴有關。當中有1,012宗查詢，根據《職權範圍》的個案受理準則指引，在表面資料上被列為不符合條件的爭議。未能符合資格的爭議其中三個主要原因為：

- 查詢者知悉蒙受金錢損失超過12個月的限期
- 爭議涉及的機構並非調解計劃成員
- 申索額超過最高申索金額港幣500,000元

Channels of Knowing FDRS 知悉調解中心的途徑

Out of the enquiries received, 1,076 enquirers disclosed the channels of knowing FDRS. 706 enquirers were aware of FDRS through advertising and promotional campaigns, 173 were referred by banks and securities firms, 98 by regulators (HKMA and SFC), 66 by friends and relatives and 33 via other channels⁷.

在接獲的查詢當中，有1,076名查詢人士透露知悉調解中心的途徑。706名查詢者表示透過廣告及宣傳活動認識調解中心，173名經由銀行及證券公司轉介，98名則由監管機構（金管局及證監會）轉介，66名從親友中得知，33名則由其他渠道⁷得知。



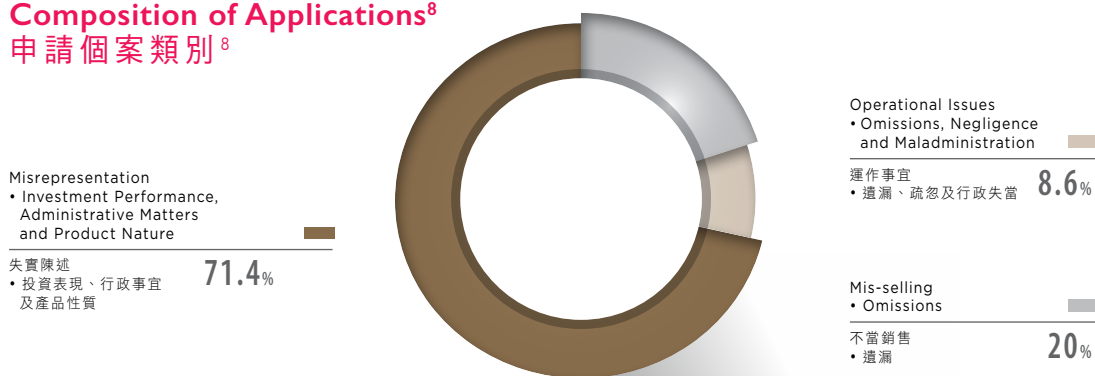
⁷ "Other Channels" include the Joint Mediation Helpline Office, the Home Affairs Department and the District Council members, etc.
「其他渠道」包括聯合調解專線辦事處、民政事務總署及區議會成員等。

CASES 個案

From 1 January 2014 to 31 December 2014, FDRS received 35 applications for mediation service under the FDRS.

從2014年1月1日至2014年12月31日，調解中心共接獲35宗調解計劃服務申請。

Composition of Applications⁸ 申請個案類別⁸



⁸ Only cases received within 2014 were counted. 只計算在2014年所收到的個案。

Case status as at 31 December 2014

Cases received within 2014

- Among the 35 applications, 32 were accepted for mediation, 1 was rejected as not within the Intake Criteria of the ToR and 2 were under vetting.
- Among the 32 cases accepted for mediation, 32 went through the mediation process, 30 were completed and closed. 1 was under consideration for submission of the Notice to Arbitrate, and 1 was proceeded to arbitration.
- Among the 30 completed and closed cases, 29 were settled at different stages of the mediation process and 1 was not settled in mediation (this case was closed as the claimant did not proceed to arbitration).
- To conclude the mediation case status in 2014, out of the 30 completed and closed cases, 29 applications reached settlement. The success rate of resolving disputes under the FDRS was about 90%.

Cases brought forward from previous years

- * In addition to the abovementioned 32 applications accepted for mediation, 5 applications were carried forward from 2013, 2 of which completed and closed, while 1 was still in mediation process. The remaining 2 were proceeded to arbitration, an Arbitration Award was rendered in one of these 2 cases.

在2014年12月31日的個案情況

2014年收到的個案

- 在35宗申請中，32宗申請獲接納，1宗因不符合《職權範圍》中的個案受理準則而被拒絕，2宗申請在審理中。
- 獲接納的32宗申請中，32宗已完成了調解程序，其中的30宗已結案，1宗正考慮提交仲裁通知書，餘下1宗則進入了仲裁程序。
- 在30宗已結案的個案中，29宗分別於不同的調解階段達成和解，而未能和解的個案則有1宗（申索人沒有選擇仲裁而結案）。
- 總結2014年的調解個案，共30宗完成調解程序並結案，當中29宗獲得和解。在調解計劃下，解決爭議的成功率約90%。

由往年轉入的個案

- * 除上述32宗獲接納的調解申請外，有5宗2013年個案在2014年繼續跟進，其中2宗已完成調解程序及結案，1宗尚在調解程序中，餘下2宗進入仲裁程序，當中有1宗已作出仲裁裁決。



PUBLICITY 推廣

In 2014, FDRC strived to raise the public awareness and recognition on its services through various promotional channels and campaigns. The first FDRC Open Day and numerous investor education talks were organized. Also, a number of promotional activities at community level were held to introduce to investors and the general public about the merits of mediation and the FDRS.

在2014年，我們繼續透過不同宣傳渠道及活動以提升公眾對調解中心服務的認知及認受程度，當中包括舉辦首次「調解中心開放日」及多項投資者教育講座，並參與一系列社區層面的推廣活動，以直接向投資者及市民大眾介紹調解計劃和調解的優點。

Annual Report 2014

二零一四年度報告

FDRC Open Day 調解中心開放日

As one of the major mediation service providers in Hong Kong, FDRC fully supported the “Mediation Week” held by the Department of Justice by organising its first “FDRC Open Day” on 26 March.

The event was officiated by the Honourable Mr. Justice Barnabas Fung and joined by ten supporting organisations including the Consumer Council, the Hong Kong International Arbitration Centre and the Hong Kong Mediation Accreditation Association Limited. Over ten news agencies covered the event and more than 200 visitors from the general public and stakeholders participated in the interactive guided tours and talks.

作為香港主要的調解服務機構之一，調解中心全力支持律政署主辦的「調解周」活動，並於3月26日舉行了成立以來首個「調解中心開放日」。

馮驊法官擔任活動的主禮嘉賓，並有包括消費者委員會、香港國際仲裁中心及香港調解資歷評審協會有限公司在內的十間支持機構參與是次活動。整項活動共吸引逾十家媒體到場採訪，並有逾200名公眾人士及持份者出席當日的互動導賞活動和講座。

Advertising Campaigns 廣告活動

FDRC continued to promote its services through advertising campaigns on selected mass media channels. To raise public awareness on the merits and application of its mediation services, the advertisements on electronic platforms were in the form of infomercial. Two new infomercials based on two typical case scenarios, namely, the ILAS products and the telemarketing loan products, were launched in the first half of 2014. Public enquiries on FDRC's services had increased as a result.

調解中心繼續透過合適的大眾媒體宣傳其服務。為讓市民更能理解調解服務的優點及應用，我們於電子平台播放的廣告，均以資訊短片為主，並於2014年上半年加推兩段以典型案例為故事骨幹的資訊短片：包括投資相連保險產品和電話銷售借貸產品。資訊廣告推出後，市民對調解中心服務的查詢亦相應增加。



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Promoting at Community Level 社區推廣活動

In addition to the advertising campaigns through the mass media, FDRC also took a proactive role in public engagement at community level in 2014.

Promotional booth was set up at the “Sheung Wan Promenade Fair” organised by the Central and Western District Council in January and November 2014 respectively, engaging more than 2,000 visitors through leaflet distribution and answering face-to-face enquiries.

Investors have been one of the major FDRC’s advertising targets. FDRC participated in the “ETFs & Options” Investment Expo 2014 held by the Hong Kong Exchanges and Clearing Limited in November and delivered informational materials to more than 1,000 attending investors.

In addition, FDRC also co-organised four investor education talks together with Investor Education Centre in 2014, aiming at enhancing public awareness on investment knowledge and investor protection through mediation as an alternative to resolve their monetary disputes with financial institutions. Over 80% of attendees rated the talks as “Satisfactory” or above.

除了大眾媒體的宣傳活動外，調解中心於2014年亦積極參與多項地區層面的社會活動。

於2014年1月份及11月份，調解中心兩度參與由中西區區議會舉辦的「上環假日行人坊」活動，於行人坊內設置攤位以宣傳中心的服務，並派發中心的宣傳單張和即場解答市民的查詢，兩項活動共接觸逾二千名市民。

投資者是調解中心的主要推廣對象之一。因此，調解中心於十一月份參與香港交易及結算所有有限公司主辦，以「交易所交易基金與期權」為主題的2014年投資博覽會，並向出席活動的逾千名投資者派發調解中心的宣傳資訊。

此外，調解中心亦與投資者教育中心協辦共四場投資者教育講座，目標是提高公眾對理財知識及投資者保障的認識，並對透過調解作為解決其與金融機構之間的金錢爭議的替代性方法有更深入的了解。逾八成出席者對講座給予「滿意」或以上的評級。

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Public Enquiry Meetings 公眾諮詢面談

The public enquiry meetings are one of the key channels for the general public to learn about the dispute resolution services of FDRC. During these meetings, FDRC Case Officers explained in details the Intake Criteria, mediation and arbitration processes and answered further enquiries from the attendees on their specific situations.

To promote the public awareness of this service, FDRC also proactively publicized the relevant information through its website, radios and roadside banners respectively.

公眾諮詢面談服務是市民認識調解中心服務的主要渠道之一。在諮詢面談中，中心的調解計劃主任因應市民的個案或查詢，悉心解釋個案的受理準則、調解及仲裁過程，並即場回答他們的提問。

為了增加市民對此項服務的認知，調解中心分別在其網頁、電台及路邊宣傳橫額上積極宣傳有關資訊。





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STAKEHOLDER ENGAGEMENT 持份者聯繫



Talks and Seminars for Financial Institutions and Professional Bodies 為金融機構及專業團體而設的講座及簡介會

As a member of the Hong Kong financial industry, FDRC has been striving to promote the concept and merits of financial mediation and arbitration as alternative dispute resolution processes and to explore the opportunities of collaborating with financial institutions so as to provide an amicable environment for the financial market of Hong Kong.

In 2014, FDRC organised 39 seminars, briefing sessions and talks to financial institutions, relevant organisations and professional bodies. A total of 2,249 people attended these events.

作為香港金融市場的一份子，調解中心致力向金融機構宣傳以金融調解及仲裁作為替代性糾紛解決方式的理念和優點，並提升相互的合作空間，共同為香港金融市場締造一個和諧的環境。

於2014年，調解中心為金融機構、相關組織和專業團體舉辦了39場簡介會、講座及交流活動，總出席人數達2,249人。

TRAINING AND WORKSHOPS 培訓及工作坊

To maintain the excellent quality of its mediation and arbitration services, FDRC has been providing a series of tailor-made training programmes for listed mediators and arbitrators annually in order to update and reinforce their professional knowledge and skills for enhancing the service performance of FDRC.

In 2014, FDRC conducted two CPD training courses for listed mediators and arbitrators. These workshops enabled participants to keep abreast of the latest regulatory developments in the financial markets and familiarise with the arbitration process of FDRC.

為確保調解和仲裁服務維持優質的水平，調解中心每年均為名單上的調解員和仲裁員安排一系列合適而實用的培訓課程，以增進及加強他們的專業知識和技巧，從而提升調解中心的服務水平。

在2014年，調解中心為名單上的調解員和仲裁員舉辦兩個持續專業發展培訓課程，透過培訓及工作坊，參加者不但可了解金融市場監管措施的最新發展，亦可熟悉調解中心的仲裁程序。



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REPORT OF THE DIRECTORS 董事局報告書

The directors submit herewith their annual report together with the audited financial statements for the year ended 31 December 2014.

Principal place of business

Financial Dispute Resolution Centre (“the Company”) is a company incorporated and domiciled in Hong Kong and has its registered office and principal place of business at Unit 3701-4, 37/F, Sunlight Tower, 248 Queen’s Road East, Wan Chai, Hong Kong since 1 January 2015 (15/F, AIA Hong Kong Tower, 734 King’s Road, Quarry Bay, Hong Kong during 2014).

Principal activities

The Company is a non-profit making company limited by guarantee. It is an independent and impartial organisation administering the Financial Dispute Resolution Scheme (“FDRS”) which provides mediation and arbitration services to financial institutions (which are members of FDRS) and their customers for the resolution of monetary disputes. The Company is established to promote more efficient dispute resolution for the benefit of the Hong Kong community.

Financial statements

The surplus of the Company for the year ended 31 December 2014 and the state of the Company’s affairs as at that date are set out in the financial statements on pages 46 to 71.

Fixed assets

Movements in fixed assets during the year ended 31 December 2014 are set out in note 7 to the financial statements.

Share capital

The Company is limited by guarantee and therefore does not have any share capital.

Reserve

Movement in reserve during the year ended 31 December 2014 are set out in statement of changes in equity on page 49.

董事局全人謹將截至二零一四年十二月三十一日止年度的經審核財務報表呈覽。

主要營業地點

金融糾紛調解中心（「本公司」）在香港註冊成立，並以香港為註冊地，註冊辦事處和主要營業地點由二零一五年一月一日起均設於香港灣仔皇后大道東248號陽光中心37樓3701-04室（二零一四年設於香港鰂魚涌英皇道734號友邦香港大樓15樓）。

主要業務

本公司是以擔保有限公司形式成立的非牟利機構。本公司為一家獨立公正管理一套金融糾紛調解計劃（「調解計劃」）的機構，為調解計劃轄下的金融機構成員及其客戶提供調解及仲裁服務，以解決他們之間的金錢爭議。本公司的成立目的是要更有效調解爭議，從而造福香港社群。

財務報表

本公司截至二零一四年十二月三十一日止年度的盈餘和本公司於該日的財政狀況載列於第46至第71頁的財務報表內。

固定資產

本公司截至二零一四年十二月三十一日止年度的固定資產變動詳載於財務報表附註7內。

股本

本公司是以擔保有限公司形式成立，因此並無任何股本。

儲備

本公司截至二零一四年十二月三十一日止年度的儲備變動詳載於第49頁的權益變動表內。

The Board of Directors

The directors during the financial year and up to the date of this report are:

Prof. Cheng Teresa Yeuk Wah
Ms Chiam Sou Hong (resigned with effect from 29 August 2014)
Ms Meena Datwani
Mr Fung Wei Lung Brian
Mr Kan Ka-chong Frederick
Ms Lau Connie Yin Hing (resigned with effect from 31 March 2014)
Mr Lau James Henry Jr. (appointed with effect from 1 January 2014)
Ms Leung Fung Yee Julia (resigned with effect from 1 January 2014)
Mr Leung Kwong Hon Philip (appointed with effect from 31 March 2014)
Mr Ng Tze Wai (appointed with effect from 1 January 2015)
Ms Barbara Shiu (retired with effect from 1 March 2014)
Mr Mark Robert Steward
Mr Yeung Chi Wai (appointed with effect from 1 March 2014)

In accordance with Article 36 of the Company's Articles of Association, all the existing directors shall continue in office for the following year.

No contract of significance to which the Company was a party, and in which a director of the Company had a material interest, subsisted at the end of the year or at any time during the year.

Auditors

KPMG retire and, being eligible, offer themselves for re-appointment. A resolution for the re-appointment of KPMG as auditors of the Company is to be proposed at the forthcoming Annual General Meeting.

By order of the board

Prof. Cheng Teresa Yeuk Wah
Chairman
Hong Kong
27 April 2015

董事局

本財政年度內至本報告日期止的在任董事如下:

鄭若驊教授
詹少弘女士 (辭任於二零一四年八月二十九日生效)
戴敏娜女士
馮煒能先生
簡家驄先生
劉燕卿女士 (辭任於二零一四年三月三十一日生效)
劉怡翔先生 (委任於二零一四年一月一日生效)
梁鳳儀女士 (辭任於二零一四年一月一日生效)
梁光漢先生 (委任於二零一四年三月三十一日生效)
吳子威先生 (委任於二零一五年一月一日生效)
邵蓓蘭女士 (退任於二零一四年三月一日生效)
施衛民先生
楊志威先生 (委任於二零一四年三月一日生效)

根據本公司的公司組織章程細則第36條，全體現任董事將於來年繼續留任。

本公司於本年度結算日或年內任何時間，均沒有訂立本公司董事擁有重大利益的任何重要合約。

核數師

畢馬威會計師事務所任滿告退，並願膺選連任。本董事局將於即將召開的股東周年大會上，提呈由畢馬威會計師事務所連任本公司核數師的決議。

承董事局命

鄭若驊教授
主席
香港
二零一五年四月二十七日

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF FINANCIAL DISPUTE RESOLUTION CENTRE

(Incorporated in Hong Kong and limited by guarantee)

獨立核數師報告書 致金融糾紛調解中心成員

(以擔保有限公司形式於香港註冊成立的有限公司)

We have audited the financial statements of Financial Dispute Resolution Centre (“the Company”) set out on pages 46 to 71, which comprise the statement of financial position as at 31 December 2014, the statement of comprehensive income, statement of changes in equity and cash flow statement for the year then ended and a summary of significant accounting policies and other explanatory information.

Directors' responsibility for the financial statements

The directors of the Company are responsible for the preparation of financial statements that give a true and fair view in accordance with Hong Kong Financial Reporting Standards issued by the Hong Kong Institute of Certified Public Accountants and the Hong Kong Companies Ordinance and for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. This report is made solely to you, as a body, in accordance with section 80 of Schedule 11 to the new Hong Kong Companies Ordinance (Cap. 622), and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of this report.

We conducted our audit in accordance with Hong Kong Standards on Auditing issued by the Hong Kong Institute of Certified Public Accountants. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

本核數師（以下簡稱「我們」）已審核刊於第46至第71頁金融糾紛調解中心（「貴公司」）的財務報表，此財務報表包括於二零一四年十二月三十一日的財務狀況表和貴公司於截至該日止年度的全面收益表、權益變動表和現金流量表，以及主要會計政策概要及其他附註解釋。

董事就財務報表須承擔的責任

貴公司董事須負責根據香港會計師公會頒佈的《香港財務報告準則》及香港《公司條例》編製真實而公允的財務報表，並負責董事認為編製財務報表所必需的有關內部監控，以確保有關財務報表不存在由於欺詐或錯誤而導致的重大錯誤陳述。

核數師的責任

我們的責任是根據我們的審核對該等財務報表作出意見。我們是按照香港新《公司條例》（第622章）附表11第80條的規定，僅向整體成員報告。除此以外，我們的報告書不可用作其他用途。我們概不就本報告書的內容，對任何其他人士負責或承擔法律責任。

我們已根據香港會計師公會頒佈的《香港核數準則》進行審核。這些準則要求我們遵守道德規範，並規劃及執行審核，以合理確定此等財務報表是否存在有任何重大錯誤陳述。

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial statements that give a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements give a true and fair view of the state of the Company's affairs as at 31 December 2014 and of its surplus and cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards and have been properly prepared in accordance with the Hong Kong Companies Ordinance.

KPMG
Certified Public Accountants

8th Floor, Prince's Building
10 Chater Road, Central, Hong Kong
27 April 2015

審核涉及執程序以獲取有關財務報表所載金額及披露資料的審核憑證。所選定的程序取決於核數師的判斷，包括評估由於欺詐或錯誤而導致財務報表存有重大錯誤陳述的風險。在評估該等風險時，核數師考慮與該公司編製真實而公允的財務報表相關的內部控制，以設計適當的審核程序，但並非為對公司的內部控制的效能發表意見。審核亦包括評價董事所採用的會計政策的合適性及所作出的會計估計的合理性，以及評價財務報表的整體列報方式。

我們相信，我們所獲得的審核憑證是充足和適當地為我們的審核意見提供基礎。

意見

我們認為，該等財務報表已根據《香港財務報告準則》真實而公允地反映貴公司於二零一四年十二月三十一日的事務狀況及貴公司於截至該日止年度的盈餘和現金流量，並已按照香港《公司條例》妥為編製。

畢馬威會計師事務所
執業會計師

香港中環
遮打道10號太子大廈8樓
二零一五年四月二十七日

STATEMENT OF COMPREHENSIVE INCOME

for the year ended 31 December 2014 (Expressed in Hong Kong dollars)

全面收益表

截至二零一四年十二月三十一日止年度(以港幣列示)

	Note 附註	2014	2013
Income 收入	3	\$ 35,093,300	\$ 35,055,200
Other revenue 其他收入	4	248,958	26,537
		<u>\$ 35,342,258</u>	<u>\$ 35,081,737</u>
		-----	-----
Expenditure 支出			
Staff costs 員工成本		\$ 9,644,580	\$ 9,241,488
Depreciation and amortisation 折舊及攤銷		2,763,914	2,999,043
Other administrative and operating expenses 其他行政及經營費用		11,646,240	12,032,540
		<u>\$ 24,054,734</u>	<u>\$ 24,273,071</u>
		=====	=====
Surplus and total comprehensive income for the year	5	\$ 11,287,524	\$ 10,808,666
年度盈餘及全面收益總額		=====	=====

The notes on pages 52 to 71 form part of these financial statements.

第52至71頁的附註屬本財務報表的一部份。

STATEMENT OF FINANCIAL POSITION

at 31 December 2014 (Expressed in Hong Kong dollars)

財務狀況表

於二零一四年十二月三十一日(以港幣列示)

	Note 附註	2014	2013
Non-current assets 非流動資產			
Property, plant and equipment 物業、廠房和設備	7	\$ 2,559,164	\$ 3,939,903
Intangible asset 無形資產	8	279,046	476,019
Deposits, prepayment and other receivables 按金、預付款和其他應收款	9	962,336	17,000
		<u>\$ 3,800,546</u>	<u>\$ 4,432,922</u>
		-----	-----
Current assets 流動資產			
Deposits, prepayment and other receivables 按金、預付款和其他應收款	9	\$ 657,024	\$ 270,960
Cash and cash equivalents 現金和現金等價物	10	72,340,348	66,758,177
		<u>\$ 72,997,372</u>	<u>\$ 67,029,137</u>
		-----	-----
Current liabilities 流動負債			
Receipts in advance, accruals and other payables 預收款項、應計款項和其他應付款	11	\$ 2,594,337	\$ 8,122,002
		<u>\$ 2,594,337</u>	<u>\$ 8,122,002</u>
		-----	-----
Net current assets 流動資產淨值		<u>\$ 70,403,035</u>	<u>\$ 58,907,135</u>
		-----	-----
Total assets less current liabilities 資產總值減流動負債		<u>\$ 74,203,581</u>	<u>\$ 63,340,057</u>
		-----	-----
Non-current liabilities 非流動負債			
Accruals and other payables 應計款項和其他應付款	11	800,000	1,224,000
		<u>800,000</u>	<u>1,224,000</u>
		-----	-----
Net assets 資產淨值		<u>\$ 73,403,581</u>	<u>\$ 62,116,057</u>
		-----	-----

STATEMENT OF FINANCIAL POSITION (CONTINUED)

at 31 December 2014 (Expressed in Hong Kong dollars)

財務狀況表(續)

於二零一四年十二月三十一日(以港幣列示)

	Note 附註	2014	2013
RESERVES 儲備			
Reserves 儲備	12	\$ 73,403,581	\$ 62,116,057
TOTAL RESERVES 儲備總額		<u>\$ 73,403,581</u>	<u>\$ 62,116,057</u>

Approved and authorised for issue by the board of directors on 27 April 2015

Signed on its behalf by:

董事局於2015年4月27日核准並許可發出，並由下列人士代表簽署：

Prof. Cheng Teresa Yeuk Wah 鄭若驊教授
Chairman 主席

Mr Ng Tze Wai 吳子威先生
Director and CEO 董事兼行政總裁

The notes on pages 52 to 71 form part of these financial statements.

第52至71頁的附註屬本財務報表的一部份。

STATEMENT OF CHANGES IN EQUITY

for the year ended 31 December 2014 (Expressed in Hong Kong dollars)

權益變動表

截至二零一四年十二月三十一日止年度(以港幣列示)

	Reserves 儲備
At 1 January 2013 於2013年1月1日	\$ 51,307,391
Changes in equity for 2013: 2013年股權變動：	
Accumulated surplus and total comprehensive income for the period 期間累計盈餘及全面收益總額	10,808,666
At 31 December 2013 and 1 January 2014 於2013年12月31日及2014年1月1日	\$ 62,116,057
Changes in equity for 2014: 2014年股權變動：	
Accumulated surplus and total comprehensive income for the year 本年度累計盈餘及全面收益總額	11,287,524
At 31 December 2014 於2014年12月31日	\$ 73,403,581

The notes on pages 52 to 71 form part of these financial statements.
第52至71頁的附註屬本財務報表的一部份。

CASH FLOW STATEMENT

for the year ended 31 December 2014 (Expressed in Hong Kong dollars)

現金流量表

截至二零一四年十二月三十一日止年度(以港幣列示)

	2014	2013
Operating activities 經營活動		
Surplus for the year 年度盈餘	\$ 11,287,524	\$ 10,808,666
Adjustments for 調整項目：		
Depreciation and amortisation 折舊及攤銷	2,763,914	2,999,043
Interest income 利息收入	(237,158)	(2,252)
Write-off of fixed assets 固定資產撇銷	910,006	-
	<hr/>	<hr/>
Operating surplus before changes in working capital 營運資金變動前的經營盈餘	\$ 14,724,286	\$ 13,805,457
(Increase)/decrease in deposits, prepayments and other receivables	(1,319,151)	70,722
按金、預付款和其他應收款(增加)/減少		
(Decrease) in receipts in advance 預收款(減少)	(7,000,000)	(3,500,000)
Increase/(decrease) in accruals and other payables 應計款項和其他應付款增加/(減少)	1,048,335	(2,748,519)
	<hr/>	<hr/>
Net cash generated from operating activities 經營活動所產生的現金淨額	\$ 7,453,470	\$ 7,627,660
	-----	-----
Investing activities 投資活動		
Payment for purchase of fixed assets 購置固定資產款項	\$ (2,096,208)	\$ (607,092)
Payment for purchase of an intangible asset 購置無形資產款項	-	(590,920)
Interest income received 已收利息收入	224,909	2,252
	<hr/>	<hr/>
Net cash used in investing activities 投資活動所用的現金淨額	\$ (1,871,299)	\$ (1,195,760)
	<hr/> <hr/>	<hr/> <hr/>

CASH FLOW STATEMENT (CONTINUED)

for the year ended 31 December 2014 (Expressed in Hong Kong dollars)

現金流量表(續)

截至二零一四年十二月三十一日止年度(以港幣列示)

	2014	2013
Net increase in cash and cash equivalents 現金和現金等價物增加淨額	\$ 5,582,171	\$ 6,431,900
Cash and cash equivalents as at 1 January 於1月1日的現金和現金等價物	<u>66,758,177</u>	<u>60,326,277</u>
Cash and cash equivalents as at 31 December 於12月31日的現金和現金等價物	<u><u>\$ 72,340,348</u></u>	<u><u>\$ 66,758,177</u></u>

The notes on pages 52 to 71 form part of these financial statements.

第52至71頁的附註屬本財務報表的一部份。

NOTES TO THE FINANCIAL STATEMENTS

(Expressed in Hong Kong dollars)

財務報表附註

(以港幣列示)

1. Principal activities

The Company is a non-profit making company limited by guarantee. It is an independent and impartial organisation administering the FDRS which provides mediation and arbitration services to financial institutions (which are members of FDRS) and their customers for the resolution of monetary disputes. The Company is established to promote more efficient dispute resolution for the benefit of the Hong Kong community.

2. Significant accounting policies

(a) Statement of compliance

These financial statements have been prepared in accordance with all applicable Hong Kong Financial Reporting Standards (“HKFRSs”), which collective term includes all applicable individual Hong Kong Financial Reporting Standards, Hong Kong Accounting Standards (“HKASs”) and Interpretations issued by the Hong Kong Institute of Certified Public Accountants (“HKICPA”) and accounting principles generally accepted in Hong Kong. These financial statements also comply with the applicable requirements of the Hong Kong Companies Ordinance, which for this financial year and the comparative period continue to be those of the predecessor Hong Kong Companies Ordinance (Cap. 32), in accordance with transitional and saving arrangements for Part 9 of the new Hong Kong Companies Ordinance (Cap. 622), “Accounts and Audit”, which are set out in sections 76 to 87 of Schedule 11 to that Ordinance. A summary of the significant accounting policies adopted by the Company is set out below.

The HKICPA has issued certain new and revised HKFRSs that are first effective or available for early adoption for the current accounting period of the Company. Note 2(b) provides information on any changes in accounting policies resulting from initial application of these developments to the extent that they are relevant to the

1. 主要業務

本公司是以擔保有限公司形式成立的非牟利機構。本公司為一家獨立公正管理一套調解計劃的機構，為調解計劃轄下的金融機構成員及其客戶提供調解及仲裁服務，以解決他們之間的金錢爭議。本公司的成立目的是要更有效調解爭議，從而造福香港社群。

2. 主要會計政策

(a) 合規聲明

本財務報表是按照香港會計師公會頒佈的所有適用的《香港財務報告準則》（此統稱包含所有適用的個別《香港財務報告準則》、《香港會計準則》和詮釋）、香港公認會計原則的規定編製。本財務報表亦符合香港《公司條例》的相關要求，而按照香港新《公司條例》（第622章）第9部「賬目及審計」的過渡性條文及保留條文規定（見香港《公司條例》附表11第76-87條），適用於本財政年度和比較期間的仍然是舊《公司條例》（第32章）。以下是本公司採用的主要會計政策概要。

香港會計師公會頒佈若干新訂和經修訂的《香港財務報告準則》。這些準則在本公司當前的會計期間開始生效或可供提早採用。在與本公司有關的範圍內初始應用這些新訂和經修訂的準則所引致當前和以往會計期間的任

Company for the current and prior accounting periods reflected in these financial statements.

(b) Changes in accounting policies

The HKICPA has issued certain new and revised HKFRSs and one new Interpretation that are first effective for the current accounting period of the Company. Of these, none of the development is relevant to the Company's financial statements.

The Company has not applied any new standard or interpretation that is not yet effective for the current accounting period (see note 16).

(c) Fixed assets and depreciation

Fixed assets are stated at cost less accumulated depreciation and impairment losses.

Depreciation is calculated to write off the cost of items of property, plant and equipment, less their estimated residual value, if any, using the straight line method over their estimated useful lives as follows:

• Leasehold improvements	Over the unexpired term of the lease
• Furniture and fixtures	5 years
• Office equipment	3 years
• Computer equipment and software	3 years

Both the useful life of an asset and its residual value, if any, are reviewed annually.

The carrying amounts of property, plant and equipment are reviewed for indications of impairment at the end of each reporting period. An impairment loss is recognised in profit or loss if the carrying amount of an asset exceeds its recoverable amount.

何會計政策變動，已於本財務報表內反映，有關資料載列於附註2 (b)。

(b) 會計政策的修訂

香港會計師公會頒佈若干於本公司的本會計期間首次生效的新訂和經修訂的《香港財務報告準則》以及一項新的詮釋。當中沒有與本公司財務報表相關的修訂。

本公司並無採用任何在當前會計期間尚未生效的新準則或詮釋（參見附註16）。

(c) 固定資產及折舊

固定資產是以成本扣除累計折舊及減值虧損後列賬。

物業、廠房和設備項目的折舊是以直線法在以下預計可用期限內沖銷其成本（已扣除估計殘值（如有））計算：

• 租賃改善	餘下租賃期
• 傢俱及固定裝置	5年
• 辦公室設備	3年
• 電腦設備及軟件	3年

本公司會每年審閱資產的可用期限和殘值（如有）。

本公司會於每個報告期末審閱物業、廠房及設備的賬面值是否出現減值跡象。如資產賬面值高於其可收回數額，便會於損益中確認減值虧損。

NOTES TO THE FINANCIAL STATEMENTS

(Expressed in Hong Kong dollars)

財務報表附註

(以港幣列示)

2. Significant accounting policies (continued)

(c) Fixed assets and depreciation (continued)

The recoverable amount of an asset is the greater of its fair value less costs to sell and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a discount rate that reflects current market assessments of the time value of money and the risks specific to the assets. An impairment loss is reversed if there has been a favourable change in estimates used to determine the recoverable amount.

Gains or losses arising from the retirement or disposal of an item of property, plant and equipment are determined as the difference between the net disposal proceeds and the carrying amount of the item and are recognised in profit or loss on the date of retirement or disposal.

(d) Intangible assets

Intangible assets that are acquired by the Company are stated at cost less accumulated amortisation (where the estimated useful life is finite) and impairment losses.

Amortisation of intangible assets with finite useful lives is charged to profit or loss on a straight-line basis over the assets' estimated useful lives. The following intangible asset with finite useful life is amortised from the date it is available for use and its estimated useful life is as follow:

- Computer software 3 years

Both the period and method of amortisation are reviewed annually.

Intangible assets are not amortised while their useful lives are assessed to be indefinite. Any conclusion that the useful life of an intangible asset is indefinite is reviewed annually to determine whether events and circumstances

2. 主要會計政策 (續)

(c) 固定資產及折舊 (續)

資產的可收回數額是其公允價值（已扣除銷售成本）與使用價值兩者中的較高額。在評估使用價值時，預計未來現金流量會按照能反映當時市場對貨幣時間值和資產特定風險的評估的稅前折現率，折現至其現值。如果用以釐定可收回數額的估計數額出現了正面的變化，有關的減值虧損便會轉回。

報廢或處置物業、廠房和設備項目所產生的損益以處置所得款項淨額與項目賬面金額之間的差額釐定，並於報廢或處置日在損益中確認。

(d) 無形資產

本公司購入的無形資產按成本減去累計攤銷（適用於預計可用而有既定的期限）和減值虧損後列賬。

有既定可用期限的無形資產攤銷按直線法於資產的預計可用期限內在損益中列支。以下有既定可用期限的無形資產由可供使用當日起，在預計可用期限內攤銷：

- 電腦軟件 3年

本公司會每年審閱攤銷的期限和方法。

本公司不會攤銷可用期限未定的無形資產，並會每年審閱關於無形資產可用期限未定的任何結論，以釐定有關事項和情況是否繼續支持該資產可用

continue to support the indefinite useful life assessment for that asset. If they do not, the change in the useful life assessment from indefinite to finite is accounted for prospectively from the date of change and in accordance with the policy for amortisation of intangible assets with finite lives as set out above.

The carrying amounts of intangible assets are reviewed for indications of impairment at the end of each reporting period. An impairment loss is recognised in profit or loss if the carrying amount of an asset exceeds its recoverable amount. The recoverable amount of an asset is the greater of its fair value less costs to sell and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a discount rate that reflects current market assessments of the time value of money and the risks specific to the assets. An impairment loss is reversed if there has been a favourable change in estimates used to determine the recoverable amount.

(e) Deposits, prepayments and other receivables

Deposits, prepayments and other receivables are initially recognised at fair value and thereafter stated at amortised cost using the effective interest method, less allowance for impairment of doubtful debts, except where the receivables are interest-free loans made to related parties without any fixed repayment terms or the effect of discounting would be immaterial. In such cases, the receivables are stated at cost less allowance for impairment of doubtful debts.

Impairment losses for bad and doubtful debts are recognised when there is objective evidence of impairment and are measured as the difference between the carrying amount of the financial asset and the estimated future cash flows, discounted at the asset's original effective interest rate where the effect of discounting is material.

期限未定的評估結論。如否的話，由未定轉為有既定可用期限的評估變動會自變動日期起，根據上文所載有既定期限的無形資產的攤銷政策提早入賬。

本公司會於每個報告期末審閱無形資產的賬面值是否出現減值跡象。如資產賬面值高於其可收回數額，便會於損益中確認減值虧損。資產的可收回數額是其公允價值（已扣除銷售成本）與使用價值兩者中的較高額。在評估使用價值時，預計未來現金流量會按照能反映當時市場對貨幣時間值和資產特定風險的評估的稅前折現率，折現至其現值。如果用以釐定可收回數額的估計數額出現了正面的變化，有關的減值虧損便會轉回。

(e) 按金、預付款和其他應收款

按金、預付款和其他應收款按公允價值初始確認，其後以實際利率法按攤銷成本減去呆賬減值準備後所得數額入賬；但如應收款為提供予關聯方並不設固定還款期的免息貸款或其折現影響並不重大則除外。在此情況下，應收款會按成本減去呆賬減值準備後所得數額入賬。

呆壞賬的減值虧損會於出現減值的客觀跡象時確認。如折現影響重大，減值虧損是以金融資產的賬面金額與以其初始實際利率折現的預計未來現金流量之間的差額計量。

NOTES TO THE FINANCIAL STATEMENTS

(Expressed in Hong Kong dollars)

財務報表附註

(以港幣列示)

2. Significant accounting policies (continued)

(e) Deposits, prepayments and other receivables (continued)

Objective evidence of impairment includes observable data that comes to the attention of the Company about events that have an impact on the asset's estimated future cash flows such as significant financial difficulty of the debtor.

Impairment losses for other receivables whose recovery is considered doubtful but not remote are recorded using an allowance account.

When the Company is satisfied that recovery is remote, the amount considered irrecoverable is written off against the receivable directly and any amounts held in the allowance account relating to that debt are reversed. Subsequent recoveries of amounts previously charged to the allowance account are reversed against the allowance account. Other changes in the allowance account and subsequent recoveries of amounts previously written off directly are recognised in profit or loss.

(f) Receipts in advance, accruals and other payables

Receipts in advance, accruals and other payables are initially recognised at fair value and are subsequently stated at amortised cost unless the effect of discounting would be immaterial, in which case they are stated at cost.

(g) Cash and cash equivalents

Cash and cash equivalents comprise cash at bank and on hand, demand deposits with banks and other financial institutions, and short-term, highly liquid investments that are readily convertible into known amounts of cash and which are subject to an insignificant risk of changes in value, having been within three months of maturity at acquisition.

2. 主要會計政策 (續)

(e) 按金、預付款和其他應收款(續)

減值的客觀證據包括本公司注意到會對資產的預計未來現金流量有影響的可觀察數據，例如債務人出現重大的財務困難。

其他應收款的減值虧損的可收回性被視為可疑，但不是可能性極低時，會採用準備賬來記錄。

當本公司認為收回的可能性極低時，被視為不可收回的數額便會直接沖銷應收款，與該債項有關而在準備賬內持有的任何數額也會轉回。其後收回早前計入準備賬的數額會在準備賬轉回。準備賬的其他變動和其後收回早前直接沖銷的數額均在損益中確認。

(f) 預收款項、應計款項和其他應付款

預收款項、應計款項和其他應付款按公允價值初始確認，其後按攤銷成本入賬；但如折現影響並不重大，則按成本入賬。

(g) 現金和現金等價物

現金和現金等價物包括銀行存款和現金、存放於銀行和其他金融機構的活期存款，以及短期和高流動性的投資。這些投資可以隨時換算為已知的現金額、價值變動方面的風險不大，並在購入後3個月內到期。

(h) Income tax

The Company is exempt from Hong Kong Profits Tax by virtue of Section 88 of the Hong Kong Inland Revenue Ordinance.

(i) Provisions and contingent liabilities

Provisions are recognised for other liabilities of uncertain timing or amount when the Company has a legal or constructive obligation arising as a result of a past event, it is probable that an outflow of economic benefits will be required to settle the obligation and a reliable estimate can be made. Where the time value of money is material, provisions are stated at the present value of the expenditure expected to settle the obligation.

Where it is not probable that an outflow of economic benefits will be required, or the amount cannot be estimated reliably, the obligation is disclosed as a contingent liability, unless the probability of outflow of economic benefits is remote. Possible obligations, whose existence will only be confirmed by the occurrence or non-occurrence of one or more future events are also disclosed as contingent liabilities unless the probability of outflow of economic benefits is remote.

(j) Revenue recognition

Revenue is measured at the fair value of the consideration received or receivable. Provided it is probable that the economic benefits will flow to the Company and the revenue and costs, if applicable, can be measured reliably, revenue is recognised in profit or loss as follows:

- (i) Service fee income is recognised when application fees for mediation services are received or in-house mediation services are arranged.
- (ii) Interest income is recognised as it accrues using the effective interest method.

(h) 所得稅

根據香港《稅務條例》第88條，本公司獲豁免繳納香港利得稅。

(i) 準備和或有負債

如果本公司須就已發生的事件承擔法定或推定義務，因而預期會導致含有經濟效益的資源外流，在可以作出可靠的估計時，本公司便會就該時間或數額不確定的其他負債計提準備。如果貨幣時間值重大，則按預計所需支出的現值計提準備。

如果含有經濟效益的資源外流的可能性較低，或是無法對有關數額作出可靠的估計，便會將該義務披露為或有負債，但資源外流的可能性極低則除外。如果本公司的義務須視乎某宗或多宗未來事件是否發生才能確定是否存在，亦會披露為或有負債，但資源外流的可能性極低則除外。

(j) 收入確認

收入是按已收或應收價款的公允價值計量。如果經濟效益可能會流入本公司，而收入和成本（如適用）又能夠可靠地計量時，收入便會根據下列基準在損益中確認：

- (i) 服務費收入是於本公司已收取調解服務申請費或已安排提供調解服務時確認。
- (ii) 利息收入是以實際利率法在產生時確認。

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(Expressed in Hong Kong dollars)

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(以港幣列示)

2. Significant accounting policies (continued)

(k) Contributions from founder members

Contributions from founder members are recognised in the statement of financial position initially when there is reasonable assurance that they will be received and that the Company will comply with the conditions attaching to them if any. Contributions are recognised in profit or loss on a systematic basis over the periods in which the Company recognises as expenses the related cost for which the contributions are intended to compensate.

(l) Employee benefits

Salaries, annual bonuses and variable pay, paid annual leave, contributions to defined contribution retirement plan and the cost of non-monetary benefits are accrued in the period in which the associated services are rendered by employees. Where payment or settlement is deferred and the effect would be material, these amounts are stated at their present values.

(m) Operating lease charges

Where the Company has the use of assets under operating leases, payments made under the leases are charged to profit or loss in equal instalments over the accounting periods covered by the lease terms, except where an alternative basis is more representative of the pattern of benefits to be derived from the leased asset. Lease incentives received are recognised in profit or loss as an integral part of the aggregate net lease payments made. Contingent rentals are charged to profit or loss in the accounting period in which they are incurred.

(n) Related parties

(A) A person, or a close member of that person's family, is related to the Company if that person:

- (i) has control or joint control over the Company;
- (ii) has significant influence over the Company; or
- (iii) is a member of the key management personnel of the Company or the Company's parent.

2. 主要會計政策 (續)

(k) 創辦成員的出資

當有合理憑證證明將會收到創辦成員的出資，而本公司將遵守有關出資附帶的條件（如有）時，便會於財務狀況表確認有關款項。本公司擬以這些補助金彌償的相關成本獲確認為支出的期間內，有關出資會有系統地於損益中確認。

(l) 僱員福利

薪金、年度獎金、浮動酬勞、有薪年假、界定供款退休計劃的供款和非貨幣福利成本在僱員提供相關服務的期間內累計。如果延遲付款或結算會造成重大的影響，則這些數額會以現值列賬。

(m) 經營租賃費用

如果本公司是以經營租賃獲得資產的使用權，則根據租賃作出的付款會在租賃期所涵蓋的會計期間內，以等額在損益中列支；但如有其他基準能更清楚地反映租賃資產所產生的收益模式則除外。租賃所涉及的激勵措施均在損益中確認為租賃淨付款總額的組成部份。或有租金在其產生的會計期間內在損益中列支。

(n) 關聯方

(A) 如屬以下人士，即該人士或人士的近親是本公司的關聯方：

- (i) 控制或共同控制本公司；
- (ii) 對本公司有重大影響力；或
- (iii) 是本公司或本公司母公司的關鍵管理人員。

(B) An entity is related to the Company if any of the following conditions applies:

- (i) The entity and the Company are members of the same group (which means that each parent, subsidiary and fellow subsidiary is related to the others).
- (ii) One entity is an associate or joint venture of the other entity (or an associate or joint venture of a member of a group of which the other entity is a member).
- (iii) Both entities are joint ventures of the same third party.
- (iv) One entity is a joint venture of a third entity and the other entity is an associate of the third entity.
- (v) The entity is a post-employment benefit plan for the benefit of employees of either the Company or an entity related to the Company.
- (vi) The entity is controlled or jointly controlled by a person identified in (A).
- (vii) A person identified in (A)(i) has significant influence over the entity or is a member of the key management personnel of the entity (or of a parent of the entity).

Close members of the family of a person are those family members who may be expected to influence, or be influenced by, that person in their dealings with the entity.

(B) 如符合下列任何條件，即企業實體是本公司的關聯方：

- (i) 該實體與本公司隸屬同一集團（即各母公司、附屬公司和同系附屬公司彼此間有關聯）。
- (ii) 一家實體是另一實體的聯營公司或合營企業（或另一實體所屬集團旗下成員公司的聯營公司或合營企業）。
- (iii) 兩家實體是同一第三方的合營企業。
- (iv) 一家實體是第三方實體的合營企業，而另一實體是第三方實體的聯營公司。
- (v) 該實體是為本公司或作為本公司關聯方的任何實體的僱員福利而設的離職後福利計劃。
- (vi) 該實體受到上述第(A)項內所認定人士控制或共同控制。
- (vii) 上述第(A)(i)項內所認定人士對該實體有重大影響力或是該實體（或該實體母公司）的關鍵管理人員。

一個人的近親是指與有關實體交易並可能影響該個人或受該個人影響的家庭成員。

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3. Income

Income represents the contributions from founder members and the service fees earned from claimants' applications and in-house mediation. No specific conditions are attached to the Company's contributions received.

The amount of each significant category of revenue recognised in income during the year is as follows:

	2014	2013
Contributions from founder members 創辦成員的出資	\$ 35,000,000	\$ 35,000,000
Application fee for mediation service 調解服務申請費	6,800	6,200
In-house mediation service 本公司提供的調解服務	86,500	49,000
	\$ 35,093,300	\$ 35,055,200

3. 收入

收入是指創辦成員的出資，以及因申索人提出申請及本公司提供調解服務所賺取的服務費用。本公司所收到的出資並不附帶特定條件。

年度內於收入中確認的每項重大收入分類的金額如下：

4. Other revenue 其他收入

	2014	2013
Admission fee to FDRC List of Mediators/ Arbitrators 加入調解計劃轄下調解員 / 仲裁員名單的費用	\$ 1,000	\$ 5,200
Interest income 利息收入	237,158	2,252
Sundry income 雜項收入	10,800	19,085
	\$ 248,958	\$ 26,537

5. Surplus

Surplus is arrived at after charging:

(a) Staff costs 員工成本

Salaries, wages and other benefits 薪金、工資和其他福利	\$ 9,409,235	\$ 9,006,103
Contributions to defined contribution retirement plan 界定供款退休計劃供款	235,345	235,385
	<u>\$ 9,644,580</u>	<u>\$ 9,241,488</u>

(b) Other items 其他項目

Operating lease charges in respect of office premises 辦公室物業的經營租賃費用	\$ 4,029,181	\$ 3,541,667
Auditors' remuneration 核數師酬金	121,950	122,500
Depreciation and amortisation 折舊及攤銷	2,763,914	2,999,043
	<u>\$ 6,915,045</u>	<u>\$ 6,663,210</u>

6. Directors' remuneration

Directors' remuneration disclosed pursuant to section 78 of Schedule 11 to the new Hong Kong Companies Ordinance (Cap. 622), with reference to section 161 of the predecessor Hong Kong Companies Ordinance (Cap. 32), is as follows:

	2014	2013
Directors' fee 董事酬金	\$ -	\$ -
Salaries, allowance and benefits in kind 薪金、津貼和實物利益	1,836,826	2,410,564
Discretionary bonus 酌定花紅	-	80,000
Retirement scheme contribution 退休計劃供款	10,750	15,000
Other payments 其他款項	824,137	-
	<u></u>	<u></u>

All directors' remuneration disclosed above were paid to or receivable by the executive director(s) in respect of services rendered as executive(s) of the Company.

5. 盈餘

有關盈餘是計及以下各項後得出：

2014 2013

6. 董事酬金

根據香港新《公司條例》（第622章）附表11第78條並參照舊《公司條例》（第32章）第161條列報的董事酬金如下：

2014 2013

Directors' fee 董事酬金	\$ -	\$ -
Salaries, allowance and benefits in kind 薪金、津貼和實物利益	1,836,826	2,410,564
Discretionary bonus 酌定花紅	-	80,000
Retirement scheme contribution 退休計劃供款	10,750	15,000
Other payments 其他款項	824,137	-
	<u></u>	<u></u>

上述披露的所有董事酬金已支付予或應付予他們作為本公司行政人員而提供服務的執行董事。

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(以港幣列示)

7. Property, plant and equipment 物業、廠房和設備

	<i>Leasehold improvements</i>	<i>Furniture and fixtures</i>	<i>Office equipment</i>	<i>Computer equipment and software</i>	<i>Total</i>
	租賃改善	傢俱及 固定裝置	辦公室設備	電腦設備 及軟件	總額
Cost 成本：					
At 1 January 2014 於2014年1月1日	\$ 6,731,068	\$ 562,272	\$ 378,113	\$ 1,451,869	\$ 9,123,322
Additions 增置	2,090,048	-	6,160	-	2,096,208
Disposals 處置	(6,731,068)	(302,097)	(21,262)	(6,318)	(7,060,745)
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
At 31 December 2014 於2014年12月31日	\$ 2,090,048	\$ 260,175	\$ 363,011	\$ 1,445,551	\$ 4,158,785
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Accumulated depreciation 累計折舊：					
At 1 January 2014 於2014年1月1日	\$ (4,113,430)	\$ (202,683)	\$ (229,398)	\$ (637,908)	\$ (5,183,419)
Charge for the year 本年度的折舊	(1,843,296)	(112,454)	(127,235)	(483,956)	(2,566,941)
Written-back on disposals 處置變賣撥回	5,956,726	167,965	20,081	5,967	6,150,739
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
At 31 December 2014 於2014年12月31日	\$ -	\$ (147,172)	\$ (336,552)	\$ (1,115,897)	\$ (1,599,621)
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Net book value 賬面價值：					
At 31 December 2014 於2014年12月31日	\$ 2,090,048	\$ 113,003	\$ 26,459	\$ 329,654	\$ 2,559,164
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>

	<i>Leasehold improvements</i>	<i>Furniture and fixtures</i>	<i>Office equipment</i>	<i>Computer equipment and software</i>	<i>Total</i>
	租賃改善	傢俱及 固定裝置	辦公室設備	電腦設備 及軟件	總額
Cost 成本：					
At 1 January 2013 於2013年1月1日	\$ 6,731,068	\$ 543,272	\$ 378,113	\$ 863,777	\$ 8,516,230
Additions 增置	-	19,000	-	588,092	607,092
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
At 31 December 2013 於2013年12月31日	\$ 6,731,068	\$ 562,272	\$ 378,113	\$ 1,451,869	\$ 9,123,322
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Accumulated depreciation 累計折舊：					
At 1 January 2013 於2013年1月1日	\$ (1,869,741)	\$ (90,545)	\$ (103,360)	\$ (235,631)	\$ (2,299,277)
Charge for the year 本年度的折舊	(2,243,689)	(112,138)	(126,038)	(402,277)	(2,884,142)
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
At 31 December 2013 於2013年12月31日	\$ (4,113,430)	\$ (202,683)	\$ (229,398)	\$ (637,908)	\$ (5,183,419)
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Net book value 賬面價值：					
At 31 December 2013 於2013年12月31日	\$ 2,617,638	\$ 359,589	\$ 148,715	\$ 813,961	\$ 3,939,903
	<hr/>	<hr/>	<hr/>	<hr/>	<hr/>

NOTES TO THE FINANCIAL STATEMENTS

(Expressed in Hong Kong dollars)

財務報表附註

(以港幣列示)

8. Intangible asset 無形資產Computer
software
電腦軟件**Cost 成本：**

At 1 January 2014 於2014年1月1日	\$ 590,920
Additions 增置	-
	<hr/>
At 31 December 2014 於2014年12月31日	\$ 590,920
	<hr style="border-top: 1px dashed black;"/>
At 1 January 2013 於2013年1月1日	\$ -
Additions 增置	590,920
	<hr/>
At 31 December 2013 於2013年12月31日	\$ 590,920
	<hr style="border-top: 1px dashed black;"/>

Accumulated amortisation 累計折舊：

At 1 January 2014 於2014年1月1日	\$ 114,901
Charge for the year 本年度攤銷	196,973
	<hr/>
At 31 December 2014 於2014年12月31日	\$ 311,874
	<hr style="border-top: 1px dashed black;"/>
At 1 January 2013 於2013年1月1日	\$ -
Charge for the year 本年度攤銷	114,901
	<hr/>
At 31 December 2013 於2013年12月31日	\$ 114,901
	<hr style="border-top: 1px dashed black;"/>

Net book value 賬面價值：

At 31 December 2014 於2014年12月31日	\$ 279,046
	<hr style="border-top: 3px double black;"/>
At 31 December 2013 於2013年12月31日	\$ 476,019
	<hr style="border-top: 3px double black;"/>

9. Deposits, prepayments and other receivables 按金、預付款和其他應收款

	2014	2013
Deposits 按金	\$ 962,336	\$ 17,000
Prepayments 預付款	639,525	266,835
Other receivables 其他應收款	17,499	4,125
	<u>\$ 1,619,360</u>	<u>\$ 287,960</u>

Disclosed as 披露為：

Non-current assets 非流動資產	\$ 962,336	\$ 17,000
Current assets 流動資產	657,024	270,960
	<u>\$ 1,619,360</u>	<u>\$ 287,960</u>

The amount of the Company's deposits and prepayments expected to be recovered or recognised as expense after more than one year is \$962,336 (2013: \$17,000) and is disclosed under non-current assets. All of the other receivables are expected to be recovered or recognised as expense within one year.

本公司預計於逾一年後收回或確認為開支的按金及預付款數額為962,336元（2013年：17,000元），並披露為非流動資產。所有其他應收款預期可於一年內收回或確認為開支。

10. Cash and cash equivalents 現金和現金等價物

Cash and cash equivalents comprise 現金和現金等價物包括：

	2014	2013
Cash at bank and in hand 銀行存款和現金	<u>\$ 72,340,348</u>	<u>\$ 66,758,177</u>

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(以港幣列示)

11. Receipts in advance, accruals and other payables 預收款項、應計款項和其他應付款

	2014	2013
Founder members' contributions received in advance 預收創辦成員的出資	\$ -	\$ 7,000,000
Accruals 應計款項	1,520,338	1,954,825
Other payables 其他應付款	1,873,999	391,177
	<u>\$ 3,394,337</u>	<u>\$ 9,346,002</u>

Disclosed as 披露為：

Non-current liabilities 非流動負債	\$ 800,000	\$ 1,224,000
Current liabilities 流動負債	2,594,337	8,122,002
	<u>\$ 3,394,337</u>	<u>\$ 9,346,002</u>

The amount of the Company's accruals expected to be settled after more than one year is \$800,000 (2013: \$1,224,000) and is disclosed under non-current liabilities. All of the receipts in advance, accruals and other payables are expected to be settled within one year or are repayable on demand.

本公司預計於逾一年後結算的應計款項數額為800,000元(2013年: 1,224,000元)，並披露為非流動負債。所有預收款項、應計款項和其他應付款項預期可於一年內結算或按要求償還。

12. Capital and reserve**(a) Share capital and members**

The Company is a non-profit making company limited by guarantee and therefore does not have any share capital. Under the provisions of the Company's memorandum of association, every member shall, in the event of the Company being wound up, contribute such amount as may be required to meet the liabilities of the Company, but not exceeding \$100 each.

The founder members of the Company are the Financial Services and the Treasury Bureau ("FSTB"), the Monetary Authority ("HKMA") and the Securities and Futures Commission ("SFC").

12. 資本和儲備**(a) 股本和成員**

本公司是以擔保有限公司形式成立的非牟利機構，因此並無任何股本。根據本公司的公司組織章程細則條文，如本公司面臨清盤，各成員必須因應可能需要的情况出資，以應付本公司的負債，但各成員的出資額不得超過100元。

本公司的創辦成員分別為財經事務及庫務局、香港金融管理局（「金管局」）及證券及期貨事務監察委員會（「證監會」）。

12. Capital and reserve (continued)

(b) Capital management

The Company defines “capital” as the reserves maintained by the Company. On this basis the amount of capital employed at 31 December 2014 was \$73,403,581 (2013: \$62,116,057). The Company’s primary objectives when managing capital are to safeguard the Company’s ability to continue as a going concern.

The Company regularly reviews and manages its capital structure to ensure effective use of reserves and the sound financial status of the Company. Under the Terms of Reference for the Company in relation to the FDRS, the FSTB, the HKMA and the SFC shall fund the set-up costs and the operational costs of the Company in the first three years, i.e. from 1 January 2012 to 31 December 2014. To allow more time for the Company to carry out its consultation study on funding formula, however, the three funding parties agreed to make use of the accumulated surplus of the Company and their funding commitments to sustain the operation of the Company after 31 December 2014 until around 2017. Upon the implementation of its funding formula, which is expected to be launched around 2017 and subject to the results of the consultation, the Company shall be funded by the members of the FDRS, as part of the financial industry’s commitment to the general public to resolve disputes in a fair and efficient manner.

The Company was not subject to externally imposed capital requirements.

12. 資本和儲備 (續)

(b) 資本管理

本公司將「資本」界定為由本公司持存的儲備。按此基準計算，於二零一四年十二月三十一日的資本額為73,403,581元（2013年：62,116,057元）。本公司管理資本的主要目的是保障本公司可持續經營。

本公司會定期檢討及管理其資本架構，以確保能有效運用儲備及本公司的財政狀況穩健。根據本公司就調解計劃訂立的職權範圍，財經事務及庫務局、金管局及證監會撥付本公司首三年（即自二零一二年一月一日至二零一四年十二月三十一日止）的創立成本及營運開支。但為本公司提供更充裕時間來對融資方案進行諮詢研究，三個出資方已同意使用本公司的累計盈餘及財務承擔，以資助本公司於二零一四年十二月三十一日至二零一七年期間的運作。在實施融資方案後（取決於諮詢結果，預計其將於2017年前後實施），調解計劃的成員將為本公司提供資金，以體現金融業以公平高效的方式為公眾解決糾紛的承擔。

本公司毋須遵守外間訂立的資本規定。

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13. Financial risk management and fair values

Exposure to liquidity, credit, interest rate and currency risks arises in the normal course of the Company's business.

The Company's exposure to these risks and the financial risk management policies and practices used by the Company to manage these risks are described below.

(a) Liquidity risk

The Company's policy is to regularly monitor current and expected liquidity requirements to ensure that it maintains sufficient reserves of cash.

The following table represents the earliest contractual settlement dates of the Company's financial liabilities at the end of reporting period:

	<i>Carrying amount</i> 賬面金額	<i>Within 1 year or on demand</i> 1年內或按要求償還	<i>More than 1 year but less than 5 years</i> 1年後但5年內
2014 Accruals and other payables 2014 應計款項和其他應付款	\$ 3,394,337	\$ 2,594,337	\$ 800,000
2013 Accruals and other payables 2013 應計款項和其他應付款	\$ 2,346,002	\$ 1,122,002	\$ 1,224,000

(b) Credit risk

The maximum exposure to credit risk is represented by the carrying amount of each financial asset in the balance sheet after deducting any impairment allowance.

The Company's credit risk is primarily attributable to cash placed with banks and deposits and other receivables. At year end, the credit risk is not significant as the cash was placed with reputable banks. The management monitors the credit risk associated with cash placed with banks and deposits and other receivables on an ongoing basis. No amounts of deposits and other receivables are past due or impaired.

13. 金融風險管理和公允價值

本公司須在正常業務過程中承受信貸、流動資金、利率和貨幣風險。

本公司對這些風險的承擔額以及為管理這些風險所採用的金融風險管理政策和慣常做法載列於下文。

(a) 流動資金風險

本公司的政策是定期監察現時及預期的流動資金需求，以確保維持充裕的現金儲備。

下表顯示了於報告期末本公司財務負債的最早訂約結算日期：

(b) 信貸風險

本公司承受的最大信貸風險額度是指於資產負債表中各項金融資產在扣除任何減值準備後的賬面金額。

本公司的信貸風險主要來自銀行現金存款、按金和其他應收款。於年度結算日，由於有關現金存放於多家信譽良好的銀行，因此，本公司的信貸風險不大。管理層會持續監管與銀行現金存款、按金和其他應收款有關的信貸風險。本公司並無任何逾期或出現減值的按金和其他應收款。

(c) Interest rate risk

The Company is exposed to interest rate risk only to the extent that it earns bank interest income on cash deposited in savings and fixed deposits accounts. As at 31 December 2014, the Company was not exposed to significant interest rate risk arising from cash deposited in savings and fixed deposits accounts.

(d) Currency risk

As all the Company's financial assets and financial liabilities are denominated in Hong Kong dollars, the Company is not subject to any currency risk associated with them.

14. Commitments

(a) Capital commitments outstanding at 31 December 2014 in respect of leasehold improvement not provided for in the financial statements were as follows:

	2014	2013
Contracted for 已訂約	\$ 2,079,689	\$ 896,600

(b) At 31 December 2014, the total future minimum lease payments to properties under non-cancellable operating leases are payable as follows:

	2014	2013
Within 1 year 1年內	\$ 3,722,152	\$ 3,750,000
After 1 year but within 5 years 1年後但5年內	5,678,112	625,000
	\$ 9,400,264	\$ 4,375,000

The above leases have a contract term of 3 years. The Company decided not to renew the lease of its Quarry Bay office expiring in February 2015 and entered into a new lease of 3 years for the Wan Chai office, expiring in October 2017, with a right to renew the lease when all terms are renegotiated. The leases do not include contingent rentals.

(c) 利率風險

本公司承受的利率風險只限於其就儲蓄和定期存款戶口的現金存款所賺取的銀行利息收入。於二零一四年十二月三十一日，本公司並無就儲蓄和定期存款戶口的現金存款承受重大的利率風險。

(d) 貨幣風險

由於本公司的所有金融資產和金融負債均以港幣列值，因此毋須就此承受任何貨幣風險。

14. 承擔

(a) 於二零一四年十二月三十一日就租賃改善未償付而又未在財務報表內提撥準備的資本承擔如下：

(b) 於二零一四年十二月三十一日，根據一份不可解除的經營租賃在日後應付的最低物業租賃付款總額如下：

上述租賃的合同期限為3年。本公司位於鯉魚涌的辦事處於2015年2月到期，之後不再續租，新辦事處位於灣仔，已簽訂3年新租約，租約將於2017年10月到期，屆時可續租，但所有條款須重新商定。各項租賃均不包含或有租金。

NOTES TO THE FINANCIAL STATEMENTS

(Expressed in Hong Kong dollars)

財務報表附註

(以港幣列示)

15. Material related party transactions

During the year, the Company entered into the following material related party transactions:

	Note 附註	2014	2013
Contributions from founder members 創辦成員出資	3	\$ 35,000,000	\$ 35,000,000
Founder members' contributions received in advance 預收創辦成員的出資	11	\$ -	\$ 7,000,000

15. 重大關聯方交易

本公司於年度內進行的主要關聯方交易如下：

16. Possible impact of amendments, new standards and interpretations issued but not yet effective for the year ended 31 December 2014

Up to the date of issue of these financial statements, the HKICPA has issued a number of amendments and new standards which are not yet effective for the year ended 31 December 2014 and which have not been adopted in these financial statements. These include the following which may be relevant to the Company.

16. 已頒佈但尚未在截至二零一四年十二月三十一日止年度生效的修訂、新準則和詮釋可能帶來的影響

截至本財務報表刊發日，香港會計師公會已頒佈多項自截至二零一四年十二月三十一日止年度尚未生效，亦沒有在本財務報表採用的修訂和新準則。這些準則變化包括下列可能與本公司有關的項目。

*Effective for accounting periods
beginning on or after*

在以下日期或之後開始的會計期間生效

<i>Annual improvements to HKFRSs 2010-2012 cycle</i> 香港財務報告準則二零一零年至二零一二年週期之年度改進	1 July 2014 2014年7月1日
<i>Annual improvements to HKFRSs 2011-2013 cycle</i> 香港財務報告準則二零一一年至二零一三年週期之年度改進	1 July 2014 2014年7月1日
<i>Annual improvements to HKFRSs 2012-2014 cycle</i> 香港財務報告準則二零一二年至二零一四年週期之年度改進	1 January 2016 2016年1月1日

*Effective for accounting periods
beginning on or after*
在以下日期或之後開始的會計期間生效

Amendments to HKAS 16 and HKAS 38, <i>Clarification of acceptable methods of depreciation and amortisation</i> 香港會計準則第16號及香港會計準則第38號（修訂本）， 折舊及攤銷可接受之方法澄清	1 January 2016 2016年1月1日
HKFRS 15, <i>Revenue from contracts with customers</i> 香港財務報告準則第15號，來自客戶合約之收入	1 January 2017 2017年1月1日
HKFRS 9, <i>Financial instruments</i> 香港財務報告準則第9號，金融工具	1 January 2018 2018年1月1日

The Company is in the process of making an assessment of what the impact of these amendments is expected to be in the period of initial application. So far it has concluded that the adoption of them is unlikely to have a significant impact on the Company's results of operations and financial position.

In addition, the requirements of Part 9, "Accounts and Audit", of the new Hong Kong Companies Ordinance (Cap. 622) come into operation from the Company's first financial year commencing after 3 March 2014 (i.e. the Company's financial year which began on 1 January 2015) in accordance with section 358 of that Ordinance. The Company is in the process of making an assessment of the expected impact of the changes in the Companies Ordinance on the financial statements in the period of initial application of Part 9. So far it has concluded that the impact is unlikely to be significant and will primarily only affect the presentation and disclosure of information in the financial statements.

本公司正在評估這些修訂對初始採用期間的影響。截至目前為止，本公司相信，採納這些修訂不大可能會嚴重影響本公司的營運業績及財政狀況。

此外，按照香港新《公司條例》（第622章）第358條，條例第9部「賬目及審計」的要求在本公司2014年3月3日之後開始的首個財政年度開始實施（即本公司於2015年1月1日開始的財政年度）。本公司正在評估《公司條例》的變更對初始應用第9部期間的財務報表可能造成的影響。目前的結論是，不太可能產生重大影響，主要受影響的僅是財務報表的列報和信息披露。



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