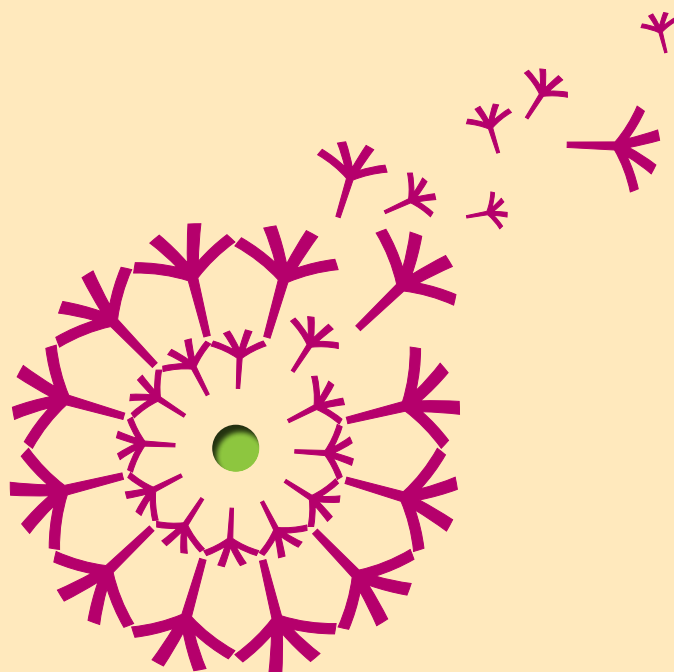


ANNUAL REPORT 2016 年報

調解為先
MEDIATION FIRST



雙贏方案
WIN-WIN SOLUTION

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金融糾紛 調解中心

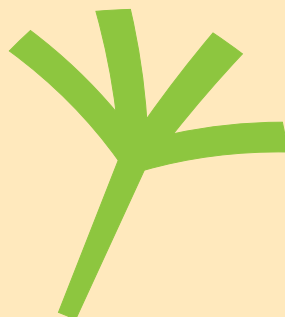
ABOUT FDRC

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, the 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具成本效益的渠道以解決其金錢爭議。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。

金融糾紛 調解中心 之成立

FORMATION OF FDRC



In December 2008, the HKMA and the SFC proposed to the 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 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 2016, the FDRC received 7,679 enquiries, among which 4,270 were related to complaints about financial products and services, handled 142 applications for mediation services and 14 arbitration cases. Regarding the mediation cases handled, a success rate of about 80% has been achieved and approximately 89% of the users of the mediation services rated the FDRC's services as "Satisfactory" or above in the customer satisfaction surveys.

金管局與證監會於2008年12月向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2016年底，調解中心共接獲7,679宗查詢，當中涉及金融產品及服務的投訴共4,270宗，處理142宗調解服務申請及14宗仲裁個案。在已處理的調解個案中，共錄得約80%的成功率，及約89%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。

金融糾紛 調解計劃

**FINANCIAL
DISPUTE
RESOLUTION
SCHEME**

The FDRC administers in an independent and impartial manner an FDRS. By way of “Mediation First, Arbitration Next”, the FDRS provides a one-stop service to assist financial institutions and individual customers 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 the FDRS.

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.fdrc.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. The claimant has received a Final Written Reply but the dispute cannot be resolved or the claimant has not received a Final Written Reply more than 60 days after the 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, whichever is the later;
- The claim is not currently under or has gone through court proceedings; and
- 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.

調解中心獨立持平地管理一個調解計劃。調解計劃以「先調解，後仲裁」方式，提供一站式服務，協助解決金融機構與個人客戶之間不超過港幣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。

個案受理準則的全文包含在《職權範圍》內，上載於調解中心網頁 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。申索人已收到最後書面答覆，但爭議未能夠解決；又或申索人在書面投訴超過60天後，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，以較後者為準；
- 申索個案不是目前正在進行或已經完成法院訴訟程序；及
- 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、違反受信任人義務、違反任何法律責任或職責，或行政失當的爭議除外。



調
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使命 MISSION

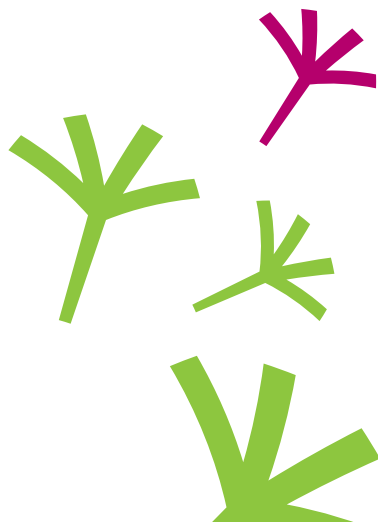
To provide independent and impartial "Mediation First, Arbitration Next" processes of dispute resolution to facilitate the resolution of monetary disputes between financial institutions and individual customers in Hong Kong.

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。

抱負 VISION

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.

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錢爭議，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。



原則 THE GUIDING PRINCIPLES

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，為使用者提供便捷及易於掌握的服務。

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

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。

主席 的話

CHAIRMAN'S MESSAGE

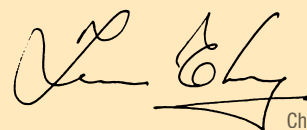
2016 was another busy and fruitful year which marked an important milestone in the development of the FDRC. Through our continued efforts made over the years since our commencement of operation in 2012, I am delighted to see that the FDRC has reinforced its role as a major forum, through which financial consumers and financial institutions are able to resolve their monetary disputes in an effective and cost-efficient manner.

In our endeavour for excellence, the FDRC conducted a consultation exercise on how the current FDRS could be enhanced with greater scope of coverage, higher accessibility and more flexibility to the benefits of its users in the 4th quarter of the year. The proposals were made after taking into account the operational experience of the FDRC in the past 4 years, views from various stakeholders, and the prevailing international practices, amongst other factors. The FDRC is now reviewing feedback received.

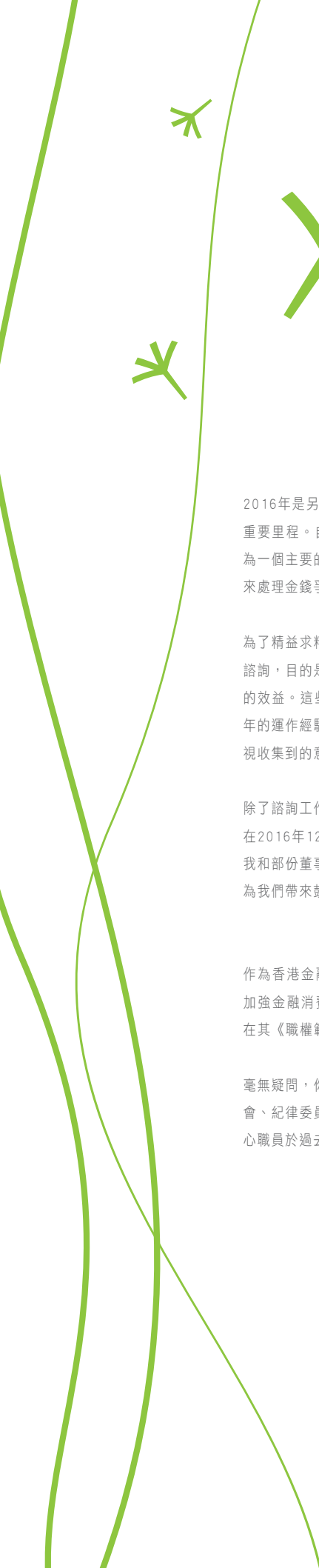
In addition to the consultation, we also treasure the interchange with our service users including banks and securities firms. A user feedback forum was held in December 2016 in which my fellow Board Members and I met with some service users to understand more about their experiences in using our services. We were encouraged by their complimentary comments and their valuable suggestions would definitely be taken into consideration in the enhancement of our services.

Looking forward, as an integral part of the financial infrastructure of Hong Kong to strengthen the consumer protection regime by providing timely and effective dispute resolution services, the FDRC will continue with its work in a professional manner and strive to improve its services within its Terms of Reference.

Undoubtedly, your continued support is essential. On this, I would like to express my gratitude to my fellow Board Members, members of the Appointment Committee, the Disciplinary Committee and the Disciplinary Tribunal, our mediators and arbitrators, various stakeholders as well as the FDRC staff for their dedication and contribution to the FDRC in the past year.



Chairman



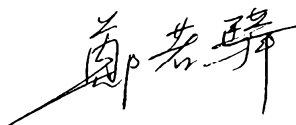
2016年是另一個繁忙而豐碩的年度，同時亦標誌着調解中心發展過程中的一個重要里程碑。自2012年投入服務至今，經過多年來的不懈努力，調解中心已經成為一個主要的平台，讓金融消費者及金融機構得以透過有效及具成本效益的方式來處理金錢爭議，我為此而深感高興。

為了精益求精，調解中心於本年第四季度就如何進一步優化現行的調解計劃進行諮詢，目的是令計劃覆蓋範圍更廣、應用性更高及靈活度更大，給予使用者更大的效益。這些優化建議的構思，是充份考慮到多項因素，包括調解中心於過去4年的運作經驗、持份者的意見、以及國際間的通行做法而提出。調解中心現正檢視收集到的意見。

除了諮詢工作外，我們亦非常重視與用家交流的機會，當中包括銀行及證券商。在2016年12月，調解中心進行了一次用家意見回饋研討會，在這次研討會上，我和部份董事局同袍一起會見了一些用家，了解他們對服務的體驗。他們的嘉許為我們帶來鼓舞，而其寶貴的建議必成為我們提升服務的考慮元素。

作為香港金融基建的不可或缺部份，調解中心提供快捷有效的排解爭議服務以加強金融消費者保障。放眼未來，調解中心會繼續以專業的態度提供服務，並在其《職權範圍》內盡量提升服務。

毫無疑問，你們的持續支持是非常重要的。對此，我感謝董事局同袍、遴選委員會、紀律委員會及紀律審裁組的成員、我們的調解員和仲裁員、各界持份者和中心職員於過去一年的付出及貢獻。



主席

行政總裁 報告

CHIEF
EXECUTIVE
OFFICER'S
REPORT

As mentioned in my report last year, it has always been our goal to provide better services to our users. To achieve this, we conducted a consultation on how the FDRS could be enhanced in the 4th quarter. To formulate the proposals, we have performed a lot of preparatory works including reviewing our operations, researching international practices, and seeking the advices and views from our stakeholders.

The case management work of dispute resolution services is the core of our services. Thanks to the high professional standard of our staff and our mediators/arbitrators and the cooperation of parties, we have been able to handle more cases effectively. It is worth mentioning that our mediation success rate and users' satisfaction rate were maintained at high levels of over 80% and about 90% respectively in 2016.

Apart from the communications work of the consultation exercise, we relentlessly promoted our services to different sectors of the community. We have visited 11 District Councils and launched outreach programmes to the community and conducted a number of talks to NGOs, in addition to organising and participating in more than 40 seminars and exhibitions to the financial industries and the general public.

Internally, we have continued the development of the Phase II of the computerized case management system, which is for the efficiency of our mediation and arbitration services. We have also provided online claim enquiry form to facilitate communications with claimants. Moreover, we have encouraged staff training to enhance their professional knowledge and skills in dispute resolutions, to improve our service quality. It is worth noting that the total operations of the FDRC have been effective and efficient, and the operating costs were under strict control and further reduced compared with those of previous years.

I am grateful to the devotion of our staff members, the professional performance of our mediators and arbitrators, the continuous support of our stakeholders and users, as well as the valuable guidance from the members of the Board and the Committees/Tribunal.



Chief Executive Officer

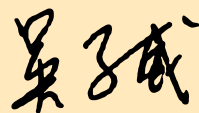
正如去年我的報告所述，為用家提供更佳服務是我們一直以來的目標。為此，我們於第四季度就如何優化調解計劃進行了諮詢工作。為了制定這些優化建議，我們進行了大量的預備工作，包括檢討我們的運作，研究國際做法，並向持份者尋求建議及意見。

排解爭議服務的個案管理工作是我們的核心業務，感謝同事及調解員／仲裁員的高度專業水平及當事人的合作，讓我們能有效地處理更多的個案。值得一提的是，我們在2016年取得的調解成功率及用家滿意度，分別維持在80%以上及約90%的高水平。

在諮詢活動相關的溝通工作以外，我們不懈地向社會的不同階層推廣我們的服務。我們除了舉辦或參與了超過40場給予金融業界及市民的研討會及展覽會外，並走訪了11個區議會，更推出了社區推廣活動，以及與非政府組織合作舉行了數次講座。

在中心內部，我們繼續發展第二期電腦化個案管理系統，讓我們的調解及仲裁服務的工作更有效率。我們亦推出了網上申索諮詢表格，以方便與申索人溝通。此外，我們亦鼓勵員工培訓以增加他們於排解爭議方面的專業知識及技能，讓我們的服務水平得以提升。值得注意的是，調解中心整體運作保持有效及高效率，並且在嚴謹的成本控制下，其運作成本比以往年度更低。

我在此感謝調解中心全體同事的努力，調解員和仲裁員的專業表現，持份者及用家的持續支持，以及董事局、各委員會及審裁組成員的寶貴指導。



行政總裁

董事局

THE BOARD OF DIRECTORS



主席 Chairman

Prof Teresa CHENG Yeuk-wah, GBS, SC, JP

鄭若驊教授 GBS, SC, JP

- Chairperson, Air Transport Licensing Authority
- 空運牌照局主席



董事 Director

Mr James H LAU Jr, JP

劉怡翔先生 JP

- 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



董事 Director

Ms Meena DATWANI, JP

戴敏娜女士 JP

- Executive Director (Enforcement and AML)
Hong Kong Monetary Authority
- 香港金融管理局助理總裁（法規及打擊清洗黑錢）



董事 Director

Mr Greg HEATON

- Senior Director (Licensing, Intermediaries) Securities and Futures Commission
- 證券及期貨事務監察委員會高級總監（發牌科，中介機構部）



董事 Director

Mr Philip LEUNG Kwong-hon 梁光漢先生

- Vice-Chairman, Hong Kong Consumer Council
- Senior College Tutor, Wu Yee Sun College
The Chinese University of Hong Kong
- Director, Internet Society Hong Kong
- 香港消費者委員會副主席
- 香港中文大學伍宜孫書院資深書院導師
- 香港互聯網協會董事



董事 Director

Mr Frederick KAN Ka-chong 簡家驄先生

- Senior Partner, Fred Kan & Co.
- Member, External Affairs Standing Committee
The Law Society of Hong Kong
- 簡家驄律師行高級合夥人
- 香港律師會對外事務常務委員會成員



董事 Director

Mr Jason YEUNG Chi-wai 楊志威先生

- Group Chief Compliance and Risk Management Officer, Fung Group
- Member, Hospital Authority
- 馮氏集團監察及風險管理總裁
- 醫院管理局成員

Mr Jason YEUNG Chi-wai retired with effect from 1 March 2016.
楊志威先生於二零一六年三月一日退任。

董事局

THE
BOARD OF
DIRECTORS



董事 Director

Mr TONG Hon-shing

唐漢城先生

- Deputy Chief Executive & Chief Operating Officer
The Bank of East Asia, Limited
- Member, Banking Industry Training Advisory Committee
Education Bureau
- Member, Executive Committee, The Hong Kong Institute of Bankers
- 東亞銀行有限公司副行政總裁兼營運總監
- 教育局銀行業培訓諮詢委員會委員
- 香港銀行學會理事會成員

Mr TONG Hon-shing was appointed with effect from 1 March 2016.

唐漢城先生於二零一六年三月一日獲委任。



董事 Director

Mr Brian FUNG Wei-lung

馮煒能先生

- Chief Executive Officer, Kaiser Financial Group
- Permanent Honorary President, Hong Kong Securities Association
- Member, Claims Committee, Investor Compensation Company Limited
- Member, Banking and Finance Industry Training Board
Vocational Training Council
- Member, Disciplinary Panel A
Hong Kong Institute of Certified Public Accountants
- 嘉信金融集團行政總裁
- 香港證券協會永遠名譽會長
- 投資者賠償有限公司申索委員會委員
- 職業訓練局銀行及金融訓練委員會委員
- 香港會計師公會紀律小組A成員



董事 Director

Mr Anthony NG Tze-wai

吳子威先生

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

遴選委員會

THE APPOINTMENT COMMITTEE

The FDRS Appointment Committee (“AC”) is in charge of approving applications for admission to the FDRS List of Mediators and the FDRS 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 2016, the AC continued to be chaired by Mr Frederick KAN Ka-chong and 3 meetings were held to examine a variety of matters, including:

- Reviewing 1 Continuing Professional Development (“CPD”) activity and awarding CPD points to attendees who were mediators and arbitrators on the Lists. The CPD activity enriched the knowledge on financial products and market practices of the mediators and arbitrators on the Lists to maintain their high standards and to encourage professional advancement;
- Considering 4 applications and approving 3 of them for admission to the FDRS List of Mediators;
- Considering and approving applications for membership renewal to the FDRS List of Mediators and/or the FDRS List of Arbitrators;
- Making recommendations to the Board on the template of the Arbitral Award to facilitate the arbitration process; and
- Reviewing the renewal procedures for mediators and arbitrators on the Lists and modifying the Standards and Procedures for Admission to the FDRS List of Mediators and FDRS List of Arbitrators.

調解中心遴選委員會（「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。選委會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。

於2016年，選委會繼續由簡家聰先生擔任主席，並於年內召開3次會議，審議多項事宜，包括：

- 檢討1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學分。有關培訓活動豐富了名單上之調解員和仲裁員的金融產品及運作知識，以維持他們的高度水平和鼓勵持續專業發展；
- 審核4份及批准其中3份要求加入調解中心調解員名單的申請；
- 審核及批准調解中心名單上之調解員和仲裁員的續會申請；
- 就《仲裁裁決》的樣本向董事局提供建議以促進仲裁程序的進行；及
- 檢討名單上之調解員和仲裁員的續會程序，並修改《取錄至調解中心調解員名單及調解中心仲裁員名單的標準和程序》。

遴選 委員會

THE APPOINTMENT COMMITTEE



主席 Chairman

Mr Frederick KAN Ka-chong

簡家驄先生

- Senior Partner, Fred Kan & Co.
- Member, External Affairs Standing Committee
The Law Society of Hong Kong
- 簡家驄律師行高級合夥人
- 香港律師會對外事務常務委員會成員



委員 Member

Prof Nadja ALEXANDER

利珊雅教授

- Dispute Resolution Consultant, World Bank Group
- Honorary Professor, The University of Queensland
- Chairman, Working Group on Apology Legislation
Steering Committee on Mediation
- Vice Chair, Mediation Committee
International Bar Association
- 世界銀行爭端解決顧問
- 昆士蘭大學榮譽教授
- 調解督導委員會道歉法例工作小組主席
- 國際大律師公會調解委員會副主席

Prof Nadja ALEXANDER retired with effect from 1 May 2016.
利珊雅教授於二零一六年五月一日退任。



委員 Member

Mr Lester G HUANG, LLB, MEd, JP

黃嘉純先生 LLB, MEd, JP

- Co-Chairman and Partner, P.C. Woo & Co.
- 胡百全律師事務所聯席主席及合夥人

Mr Lester G HUANG retired with effect from 1 May 2016.
黃嘉純先生於二零一六年五月一日退任。



委員 Member

Dr Shahla ALI

安夏蘭博士

- Associate Professor & Deputy Head (Law), 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（法律）
- 香港大學仲裁及排解爭端法學碩士課程副院長



委員 Member

Ms Sylvia SIU Wing-ye, JP, LL.M, FCIAb

蕭詠儀女士 JP, LL.M, FCIAb

- Consultant Solicitor, Sit, Fung, Kwong & Shum
- Chairperson, ADR & International Relation Committee Hong Kong Federation of Women Lawyers
- 薛馮鄺岑律師行顧問律師
- 香港女律師協會另類爭議解決方案主席

Ms Sylvia SIU Wing-ye was appointed with effect from 1 May 2016.
蕭詠儀女士於二零一六年五月一日獲委任。



委員 Member

Mr Norris YANG

楊洪鈞先生

- Partner, Zhong Lun Law Firm
- Executive Director, ADR International Limited
- Chairman, Communications and Publicity Committee Hong Kong Mediation Accreditation Association Limited
- 中倫律師事務所合夥人
- 協寧國際事務有限公司執行董事
- 香港調解資歷評審協會有限公司傳訊及宣傳委員會主席

Mr Norris YANG was appointed with effect from 1 May 2016.
楊洪鈞先生於二零一六年五月一日獲委任。

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。

紀律 委員會

THE
DISCIPLINARY
COMMITTEE

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

In 2016, the DC held 1 meeting and deliberated matters on making proposals on enhancing the mechanism and procedures of handling complaints against mediators and arbitrators on the Lists.

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的名單上之調解員及仲裁員所作出的投訴個案。獨立的紀委會對紀律事務提出建議及制訂適當的程序，確保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。紀委會已就如何建立投訴個案處理程序，包括檢討和上訴機制的問題提出建議。

紀委會於2016年內召開1次會議，並就各項增強對名單上之調解員及仲裁員作出投訴的處理機制和程序的建議進行探討。



主席 Chairman

Mr Huen WONG, BBS, JP

王桂壘先生 BBS, JP

- Chairman, Communications Authority
- Chairman, The Copyright Tribunal
- Member, Hospital Authority
- Member, Competition Commission
- Deputy Chairman, Board of Review (Inland Revenue Ordinance)
- 通訊事務管理局主席
- 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



委員 Member

Ms Angelina KWAN, CPA

關蕙女士 CPA

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



委員 Member

Mrs Clarie LO KU Ka-lee

盧古嘉利女士

- Non-official Member, The 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
- 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

紀律 委員會

THE
DISCIPLINARY
COMMITTEE



委員 Member

Ms Melissa Kaye PANG, MH, JP

彭韻僖女士 MH, JP

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



委員 Member

Dr Helena YUEN CHAN Suk-ye, JP

阮陳淑怡博士 JP

- Practicing solicitor, Hong Kong
- Accredited General Mediator and Trainer, Hong Kong
- Family Mediator and Family Mediation Supervisor, Hong Kong
- Visiting Assistant Professor, The University of Hong Kong
- 香港執業律師
- 香港認可調解員及培訓導師
- 香港認可家事調解員及家事調解督導員
- 香港大學客席助理教授

紀律 審裁組

THE
DISCIPLINARY
TRIBUNAL

The Disciplinary Tribunal (“Tribunal”) was set up in 2016 to deal with complaints against mediators and arbitrators on the Lists in relation to handling the disputes under the FDRS in a procedurally fair and impartial manner.

Members of the Panel of the Tribunal should:

- not be members of the FDRC Board, the Appointment Committee or the Disciplinary Committee;
- not be staff members of the FDRC;
- possess knowledge on mediation and/or arbitration, jurisprudence and tribunal procedures; and
- be familiar with the Terms of Reference and the operation of the FDRC.

紀律審裁組（「審裁組」）於2016年成立，目的是在公平公正及不偏不倚的程序下，審理所有針對調解中心的名單上之調解員及仲裁員就處理調解計劃下之爭議所作出的投訴。

審裁組成員必須：

- 並非調解中心董事局、遴選委員會或紀律委員會的成員；
- 並非調解中心的職員；
- 具有調解和／或仲裁、法學和法庭程序的知識；和
- 熟悉調解中心的《職權範圍》及其運作。

紀律 THE DISCIPLINARY TRIBUNAL 審裁組



召集人 Convenor 2017

Prof Anselmo REYES

芮安牟教授

- Professor of Legal Practice, Faculty of Law
The University of Hong Kong
- Representative, Asia Pacific Regional Office
The Hague Conference on Private International Law
- International Judge
Singapore International Commercial Court
- 香港大學法律學院教授
- 海牙國際私法會議亞太區域辦事處代表
- 新加坡國際商業法庭國際法官



替任召集人 Alternate Convenor 2017

Ms Audrey EU Yuet-mee, SC, JP

余若薇女士 SC, JP

- Senior Counsel
- Accredited Mediator
- 資深大律師
- 認可調解員



成員 Member

Dr Anthony NEOH, QC, SC, JP

梁定邦博士 QC, SC, JP

- Member, Standing Committee of the Chinese Judicial
Studies Institute, Supreme People's Court of the People's
Republic of China
- Council Member, The Chinese University of Hong Kong
- Dean's Visiting Professor, School of Business
National University of Singapore
- 中華人民共和國最高人民法院中華司法研究會常務理事
- 香港中文大學校董
- 新加坡國立大學商學院客座教授



成員 Member

Dr Margaret NG Ngoi-yee
吳靄儀博士

- Practicing Barrister
- Accredited Mediator
- Vice Chairman, Hong Kong Unison
- 執業大律師
- 認可調解員
- 融樂會副主席



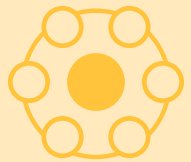
成員 Member

Mr William STONE, SBS, QC
石仲廉先生 SBS, QC

- Arbitrator
- Mediator
- 仲裁員
- 調解員

全 年 回 顧

THE YEAR
AT A GLANCE



Conducted consultation on proposals to enhance services 進行優化服務建議的諮詢

For the purpose of further enhancing the services, a consultation on FDRS enhancement proposals together with some synergistic refinements was conducted. Constructive comments were received from different stakeholders. The FDRC is reviewing feedback received.

為進一步提升服務質素，調解中心就調解計劃優化建議及其相應的協同修訂進行諮詢。有關諮詢獲得不同持份者提供多項具建設性的意見。調解中心現正檢視收集到的意見。

Handled over 1,000 public enquiries 處理逾千宗市民查詢

The FDRC's hotline and enquiry services received 1,111 enquiries. Of all the enquiries received, approximately 60% were related to complaints about financial products and services. 39 applications for FDRS services were received.

調解中心的熱線及查詢服務共接獲1,111宗查詢。在所收到的查詢中，約60%為與金融產品及服務有關的投訴，有39宗使用調解計劃的服務申請。

Maintained high mediation success rate 維持高調解成功率

The mediation success rate was maintained at a high level at which over 80% of the cases handled in 2016 were successfully settled in the mediation process. Since inception, approximately 89% of the mediation service users (which covered both parties involved in the disputes) rated the FDRC's services as "Satisfactory" or above.

調解成功率維持於高水平，2016年度內已處理的個案中，逾八成個案能在調解過程中成功和解。自成立以來，約89%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。

Rolled out Community Outreach Programme 啟動社區全接觸推廣計劃

Community Outreach Programme, consisting of inbound guided tours at the FDRC and outbound public talks at district level, was rolled out as part of the major publicity work of the year. Together with other publicity activities, the FDRC reached out to more than 8,000 people in the year.

調解中心推出了社區全接觸推廣計劃，作為年內的重點推廣工作之一。活動結合調解中心的實地導賞及外展社區講座。連同其他推廣活動，調解中心於年內共接觸超過8,000名人士。

Revisited District Councils 再訪區議會

In light of the commencement of a new term, the FDRC revisited District Councils to brief the District Councillors on the latest development of the FDRC, as well as the merits of mediation. By the end of 2016, the FDRC has paid visits to 11 District Councils.

隨着區議會新一屆任期的開展，調解中心再次拜訪區議會，向各區議員介紹調解中心的最新發展，以及調解的優點。截至2016年年底，調解中心共造訪了11個區議會。

優化服務 的諮詢

CONSULTATION ON SERVICE ENHANCEMENTS

At the beginning of October 2016, the FDRC issued a consultation paper proposing a number of enhancements relating to the service features and the service scope, with a view to achieving greater accessibility and flexibility of the FDRS. This 3-month consultation exercise lasted until the end of December 2016. Stakeholders, including the FDRS members, industry associations, relevant professional bodies, etc, were consulted.

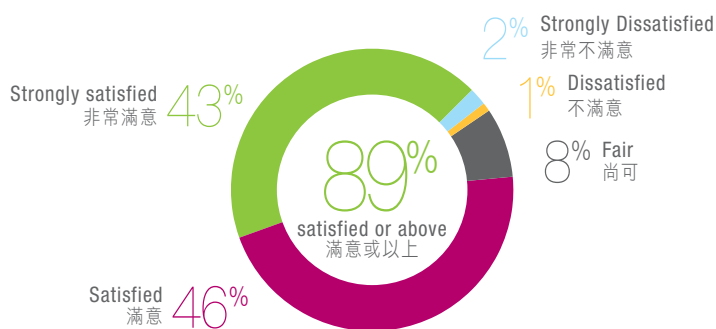
於2016年10月初，調解中心發出諮詢文件，提出了多項關於優化服務特性及服務範圍的建議，目的在於增加調解計劃的便捷度及靈活性。諮詢活動為期三個月，於2016年12月底結束。諮詢對象為調解中心的持份者，當中包括調解計劃成員、行業組織、相關專業團體等。



滿意度 調查

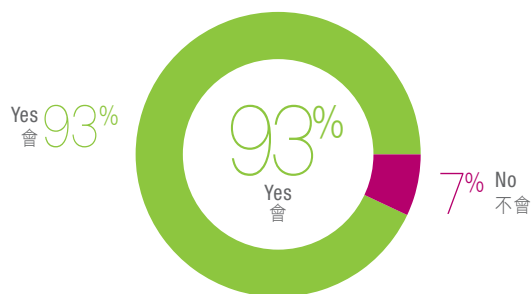
SATISFACTION SURVEY

Overall satisfaction with the FDRC's services
調解中心服務的整體滿意度



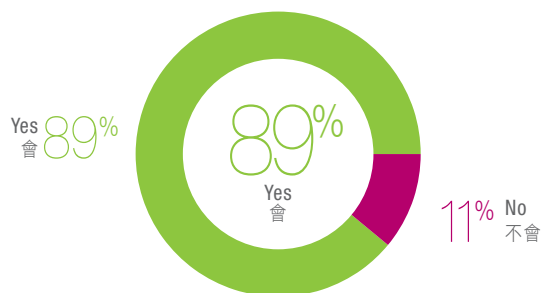
Would you recommend the FDRC mediation service to others if they have similar disputes?

若別人遇到類似糾紛，會向他們推薦調解中心的調解服務嗎？



Would you use mediation again to settle disputes?

未來會再採用調解方式解決糾紛嗎？



嘉許

COMPLIMENTS

The following compliments are extracted from the FRDC users' service evaluation questionnaires:

以下嘉許節錄自調解中心的服務使用者評估問卷：



知道有調解中心

大膽了！早知道早來了。數額小的糾紛到法院也不合算。



透過互相諒解方式解決爭議屬最佳層次及態度。



Guideline is clear. Quick turnaround.



這是一個解決^{有用}糾紛的平台。



有助解決爭議



各方可闡述自己見解。

排解爭議 服務

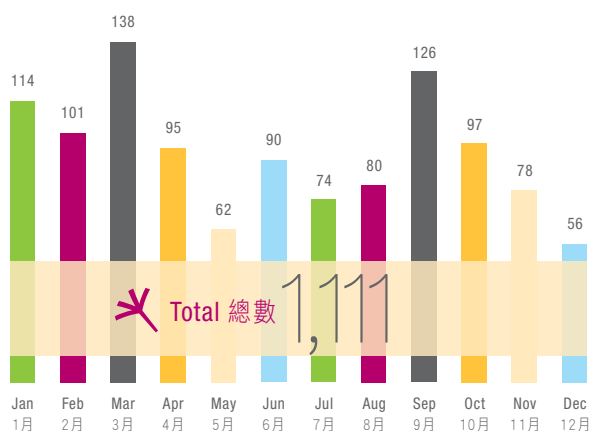
DISPUTE RESOLUTION SERVICES

ENQUIRIES 查詢

Number of enquiries
查詢數字

For the year ended 31 December 2016, a total of 1,111 enquiries were received by the FDRC.

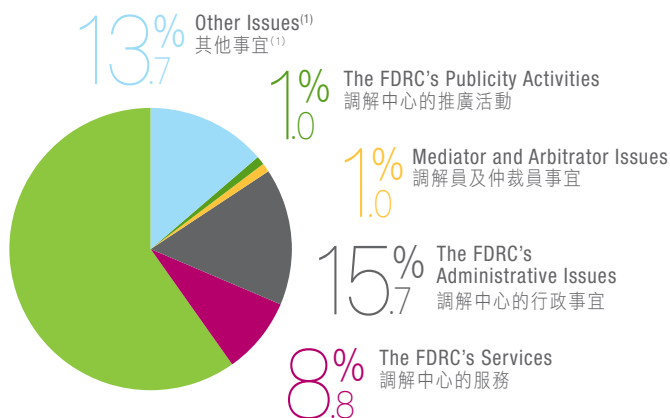
截至2016年12月31日止的年度內，調解中心共接獲1,111宗查詢。



Nature of enquiries
查詢類別

Complaints about
Financial Products
and Services
金融產品及服務的投訴

59.8%



Out of the 1,111 enquiries received, 664 were related to complaints about financial products and services, 98 were about the FDRC's services, 175 related to the FDRC's administrative issues, 12 related to mediator and arbitrator issues, 10 related to the FDRC's publicity activities and 152 related to other issues¹.

在接獲的1,111宗查詢中，664宗關於金融產品及服務的投訴，98宗關於調解中心的服務，175宗關於調解中心的行政事宜，12宗關於調解員及仲裁員事宜，10宗關於調解中心的推廣活動，及152宗關於其他事宜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.

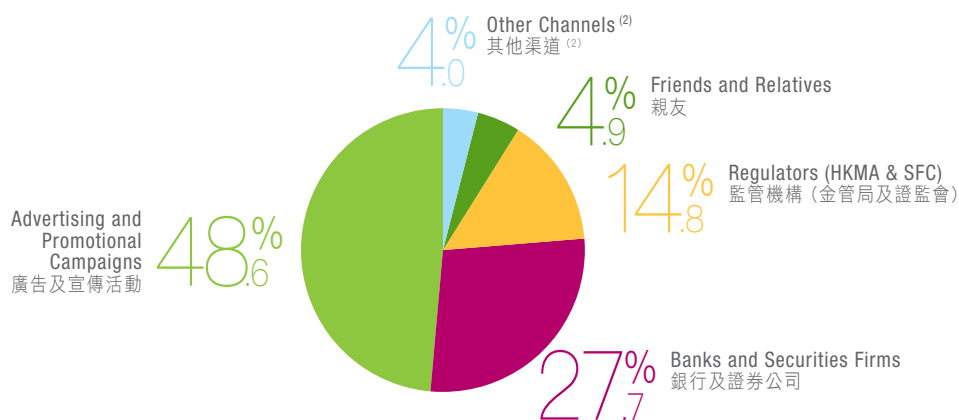
¹ 「其他事宜」包括非金錢性質的監管問題、大廈管理糾紛、家庭糾紛、商業糾紛、債務追討、個人之間的金融糾紛、租賃糾紛及勞資糾紛等。

排解爭議 服務

DISPUTE
RESOLUTION
SERVICES

ENQUIRIES 查詢

Channels of Knowing the FDRC
知悉調解中心的途徑



Out of the enquiries received, 636 enquirers disclosed the channels of knowing the FDRC. Among which, 309 enquirers were aware of the FDRC through its advertising and promotional campaigns, 176 were referred by banks and securities firms, 94 by regulators (HKMA and SFC), 31 by friends and relatives and 26 via other channels².

在接獲的查詢當中，有636名查詢人士透露知悉調解中心的途徑。當中，309名查詢者表示透過中心廣告及宣傳活動認識調解中心，176名經由銀行及證券公司轉介，94名則由監管機構（金管局及證監會）轉介，31名從親友中得知，及26名由其他渠道²得知。

² "Other Channels" include Joint Mediation Helpline Office, Consumer Council and District Council members, etc.
「其他渠道」包括聯合調解專線辦事處、消費者委員會及區議會成員等。

COMPLAINTS 投訴

Nature of Complaints about Financial Products and Services 有關金融產品及服務之投訴的性質

Among the 1,111 enquiries received, 664 were related to complaints about financial products and services. Among the complaints, 232 were about Investments³, 146 about Liabilities⁴, 165 related to Insurance⁵, 50 about Assets⁶ and 56 on others⁷, while 15 could not be classified.

在接獲的1,111個查詢當中，664宗與金融產品及服務的投訴有關。在投訴中，232宗關於投資³，146宗涉及債務⁴，165宗為保險⁵，50宗與資產相關⁶，及56宗為其他產品⁷，其餘15宗未能分類。

3 "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。

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

「債務」包括信用卡、貸款及樓宇按揭等。

5 "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。

6 "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。

7 "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。

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

Among the 664 complaints in relation to financial products and services, a total of 587 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 the FDRS
- Claim amount exceeded the maximum claimable amount of HK\$500,000

在664宗與金融產品及服務有關的投訴中，一共有587宗投訴，根據《職權範圍》的個案受理準則，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

排解爭議 服務

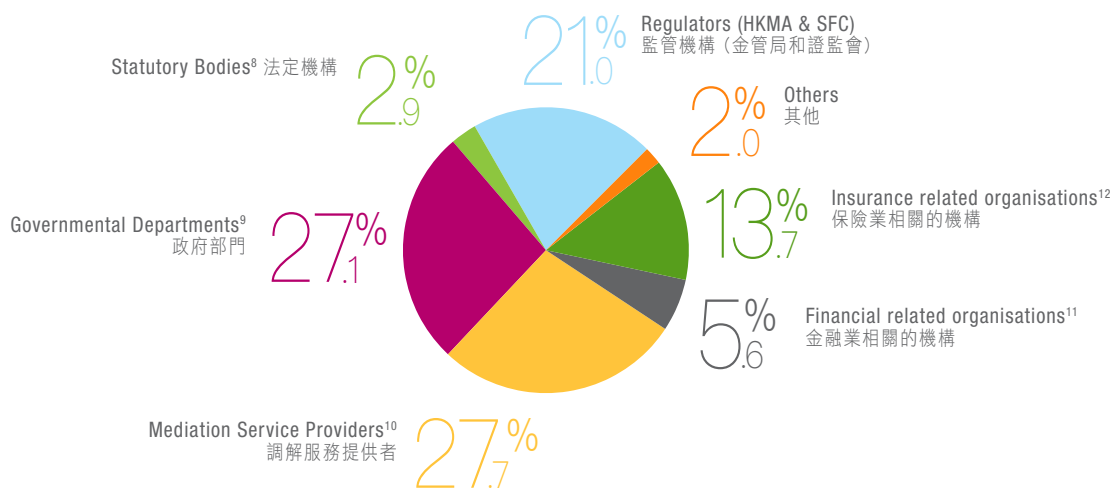
DISPUTE
RESOLUTION
SERVICES

COMPLAINTS 投訴

Provide Information to Enquirers on Available Channels
向查詢者提供進一步處理查詢的途徑資訊

The case officers will assist the enquirers by providing them with information on available channels for taking forward their enquiries if their complaints are classified as prima facie ineligible disputes or outside the scope of the FDRS. The FDRC provided a total of 447 related assistance to enquirers in 2016.

如果查詢者的投訴被列為表面不符合資格的爭議或超出調解計劃的範圍，調解計劃主任會協助查詢者，向其提供可進一步處理其查詢的途徑資訊。在2016年，調解中心共提供了447次相關協助予查詢者。



8 e.g. Consumer Council, The Hong Kong Mortgage Corporation Limited, Office of the Privacy Commissioner for Personal Data, etc., excluding HKMA, SFC
例如消費者委員會、香港按揭證券有限公司、個人資料私隱專員公署等，不包括金管局、證監會

9 e.g. Judiciary (e.g. Small Claims Tribunal and Mediation Information Office), Police, Home Affairs Department, etc.
例如司法機構（例如小額錢債審裁處及調解資訊中心）、警務處、民政事務總署等

10 e.g. Joint Mediation Helpline Office
例如聯合調解專線辦事處

11 e.g. The Chinese Gold & Silver Exchange Society
例如金銀業貿易場

12 e.g. The Hong Kong Federation of Insurers
例如香港保險業聯會

CASES 個案

For the year ended 31 December 2016, the FDRC received 39 applications for services under the FDRS.

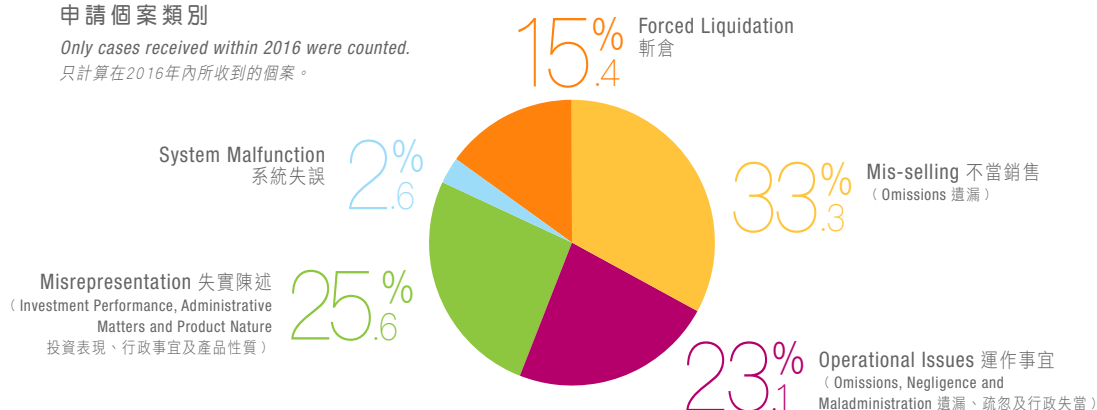
截至2016年12月31日止的年度內，調解中心共接獲39宗調解計劃服務申請。

Composition of Application

申請個案類別

Only cases received within 2016 were counted.

只計算在2016年內所收到的個案。



Case Status as at 31 December 2016

在2016年12月31日的個案情況

Cases received within 2016

- Among the 39 applications, 32 were accepted, 5 were rejected as not being within the Intake Criteria of the ToR and 2 were under vetting.
- Among the 32 cases accepted and entered into the dispute resolution processes, 26 went through the mediation process; 22 of which were completed and closed, 1 was under consideration for submission of the Notice to Arbitrate and 3 entered into arbitration process.
- Among the 22 completed and closed cases, 18 were settled at different stages of the mediation process and 4 were not settled in mediation (these 4 cases were closed as the claimants did not proceed to arbitration).
- To conclude the mediation case status in 2016, 18 out of the 22 completed and closed cases reached settlement. The success rate was above 80%.

2016年收到的個案

- 在39宗申請中，32宗申請獲接納，5宗因不符合《職權範圍》中的個案受理準則而被拒絕，及2宗申請在審理中。
- 獲接納並進入排解爭議程序的32宗申請中，26宗已完成調解程序，其中的22宗已完成並結案，1宗正考慮提交仲裁通知書，及3宗進入仲裁程序。
- 在22宗已結案的個案中，18宗已分別於不同的調解階段達成和解，而未能和解的個案則有4宗（這4宗個案均因有關申請人沒有選擇仲裁而結案）。
- 總結2016年的調解個案情況，共22宗已完成並結案，其中18宗都獲得和解，成功率逾80%。

Cases brought forward from previous years

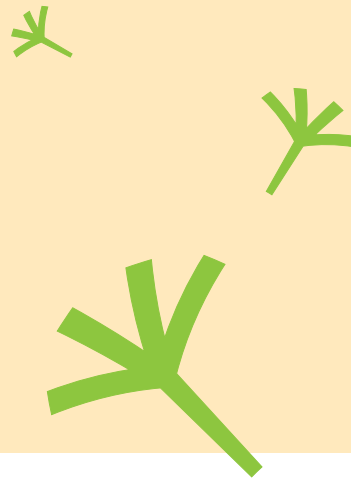
In addition to the abovementioned 39 applications received, 6 applications received in previous years were carried forward to 2016 and entered into the dispute resolution process. Among the carried forward cases, 2 were completed and closed in mediation process and 4 proceeded to arbitration. Arbitral Awards were rendered in 3 out of the 4 cases proceeding to arbitration.

由往年轉入的個案

除上述39宗接獲的申請外，有6宗在往年接獲的申請轉入至2016年，並進入了排解爭議程序。在轉入的個案中，其中2宗完成調解程序並結案，及4宗進入仲裁程序。進入仲裁程序的4宗個案中，3宗已作出《仲裁裁決》。

推廣

PUBLICITY



Apart from the publicity work for consultation on the enhancement proposals, the FDRC has made every endeavour to promote its services to different sectors of the society. In 2016, the newly launched Community Outreach Programme, in addition to the revisits of 11 District Councils, has enhanced the awareness of the FDRC at community level.

Further to the above events, the FDRC conducted a total of over 140 various activities and stakeholder engagement events and reached out to more than 8,000 people from different sectors including the financial industries and the general public.

除了優化建議的諮詢所涉及的推廣工作外，中心努力不懈地向社會不同階層推廣其服務。於2016年，全新推出的社區全接觸推廣計劃，加上再次造訪11個區議會，都有助提升調解中心於地區層面的知名度。

連同上述活動，調解中心共舉辦超過140場公眾活動和持份者聯繫工作，並接觸了超過8,000名來自各界的人士，包括金融業界及市民大眾。

PROMOTION TO THE PUBLIC 大眾宣傳

Community Outreach Programme 社區全接觸

To enhance the awareness of the FDRC's services at community level, the Community Outreach Programme ("Programme") was rolled out in 2016. The Programme is comprised of outbound talks and inbound briefing sessions with guided tours of the mediation facilities at the FDRC.

The inbound activity named "A Journey to FDRC" ("Journey") allows participants to have a better understanding of the work and services of the FDRC through a briefing session and a guided tour at the FDRC. In 2016, 3 Journeys for 22 public members were held.

In addition to the in-house Journeys, the FDRC also explored opportunities to reach out to different sectors of the community by co-organising community talks with NGOs. Two talks were held and attended by a total of 60 participants, who were mostly young retirees. About 98% of participants rated the abovementioned activities as "Good" or above.

為了加強社區層面對調解中心服務的認知，調解中心於2016年推出了社區全接觸推廣計劃（「計劃」），計劃包括外展講座及中心的實地簡介會和調解設施的導賞。

中心的實地活動名為「調解新旅程」（「旅程」），是透過簡介會及實地導賞來增加市民大眾對調解中心的工作和服務的認識。在2016年，中心合共為22名市民提供了3次旅程。

除了實地旅程外，調解中心亦藉着與非政府組織合作舉辦地區講座，發掘機會推廣至不同階層，一共60名年青退休人士出席了兩場地區講座。上述旅程及講座的參加者中，約98%人士對活動給予「良好」或更佳的評級。



Briefings to District Councils 區議會簡介會

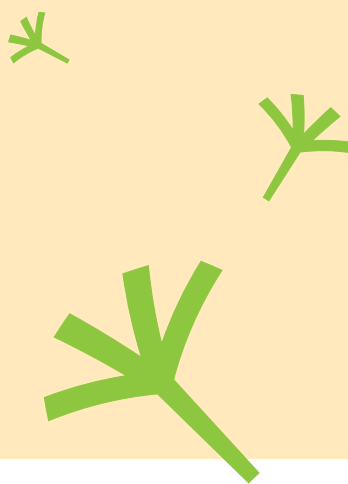
The FDRC paid visits to many District Councils in 2013 to introduce this “new entity of the time” to the council members. In light of the commencement of a new term in 2016, the FDRC revisited 11 District Councils. More than 300 District Councillors and their assistants were briefed on the FDRC's services and the latest development.



早於2013年，調解中心曾向多個區議會介紹這個「當時的全新機構」。鑒於新一屆區議會在2016年開展，調解中心再次走訪11個區議會，向超過300位區議員及其助理簡介中心的服務及最新發展。

推廣

PUBLICITY



Exhibitions 展覽

The FDRC participated in 3 large-scaled exhibitions with themes related to securities investments and others, and reached out to more than 6,000 public members and investors through its promotion kiosks. General enquiries were answered in the events. Apart from distribution of promotion leaflets, a small gift was offered for participants of quiz-games on the FDRC's Facebook fan page.

調解中心參與了3項大型展覽活動，活動主題包括證券投資及其他類別，並透過現場設置的宣傳攤位，接觸了超過6,000名公眾人士及投資者。活動期間，中心為現場人士解答一般查詢。除了向出席人士派發宣傳單張外，中心亦向即場參與調解中心Facebook專頁問答遊戲的參加者派發小禮物。

Public Enquiry Meetings 公眾諮詢面談

The public enquiry meetings have been an effective channel for the general public to know more about the FDRC's dispute resolution services and procedures for the resolution of their financial conflicts with financial institutions. Through a direct conversation with the FDRC's case officers, the enquirers would have a better idea of the Intake Criteria, mediation and arbitration processes, etc. There were 76 meetings held in 2016.

公眾諮詢面談一直是市民接觸調解中心的有效渠道，查詢人士可知悉更多調解中心的排解爭議服務及程序，以解決他們與金融機構間的金融糾紛。透過與調解中心個案主任的直接面談，查詢人士便能對個案受理準則、調解及仲裁程序等有更透徹的了解。於2016年，中心共進行了76場諮詢面談。



STAKEHOLDER ENGAGEMENT 持份者聯繫

CPD Training and Seminars for the Financial Industries 金融業界持續專業發展培訓及簡介會

The FDRC and the financial industries have been working closely together to resolve the monetary disputes with their customers. Further, the FDRC offers CPD training and seminars to the industry practitioners every year to enhance their knowledge of dispute handling through mediation and arbitration.

In 2016, a total of 21 information seminars were held to introduce the roles and services of the FDRC to 529 industry practitioners. About 99% of the participants rated the seminars as “Good” or above.

Furthermore, 3 CPD training events were conducted in the year for industry bodies, namely, the Hong Kong Securities Association, the Hong Kong Securities and Futures Employees Union and the Hong Kong Securities and Futures Professionals Association. About 460 members of these associations obtained general knowledge of mediation and its application in dispute resolution.

調解中心一直與金融業界緊密合作，以解決他們與客戶之間的金錢爭議。除此，調解中心每年均會為業界從業員提供持續專業發展培訓及簡介會，以增進他們關於以調解和仲裁來解決爭議的知識。

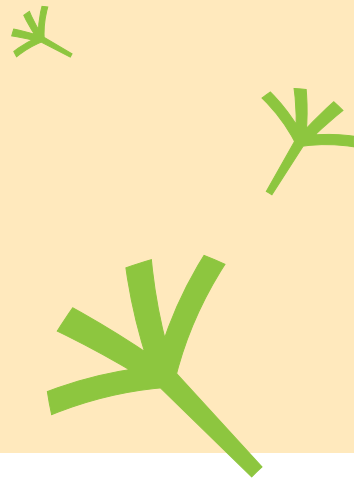
調解中心在2016年內，一共舉辦了21場簡介會，向529名業界專才介紹調解中心的角色及服務，當中約99%的參加者給予這些講座「良好」或以上的評級。

除此之外，中心於年內為業界團體提供了3場持續專業發展培訓課程，它們分別是香港證券業協會、香港證券及期貨從業員工會和香港證券及期貨專業總會。大約460名會員獲得基本的調解知識及調解於排解爭議過程中的應用。



推廣

PUBLICITY



International Exchanges and Talks for Professional Bodies 國際交流及專業團體簡介會

The FDRC welcomed visits by guests from other places so as to enhance experience sharing and service improvement. In the year, the FDRC received 7 official visits from different governmental organisations from the Mainland and overseas including China Banking Regulatory Commission, State Administration of Foreign Exchange and Attorney-General's Chambers of Singapore.

In addition, the FDRC participated in relevant mediation conferences in the region. For example, the FDRC joined the Mediation Week organised by the Department of Justice, as well as mediation conferences held by the Shenzhen Securities and Futures Dispute Resolution Centre, the People's Bank of China (Guangzhou Branch) and the Guangdong Pilot Free Trade Zone, etc.

調解中心歡迎其他地方的嘉賓來訪，藉以增進經驗交流及提升服務。在年內，調解中心共接待了7個來自內地及海外官方機構的來訪，包括中國銀行業監督管理委員會、國家外匯管理局及新加坡律政司署。

除此，調解中心亦參與了不少區內的調解業界研討會，例如中心參加了律政司主辦的調解周，及分別由深圳證券期貨業糾紛調解中心、人民銀行（廣州分行）及廣東省自由貿易試驗區等舉辦的調解研討會。

User Feedback Forum 用家意見回饋研討會

A user feedback forum was held to gather views on the provision of the FDRC's dispute resolution services. It was very useful and users generously shared their experience with the FDRC's Chairman and some Board Members. Their compliments were encouraging and their suggestions were greatly appreciated.

為收集用家對中心爭議解決服務的意見，調解中心舉辦了一次用家意見回饋研討會。研討會非常有用，而用家亦毫不吝嗇地與調解中心的主席和部份董事局成員分享他們的經驗，他們的讚賞對調解中心帶來很大鼓舞，而中心亦非常感謝他們提出的建議。

TRAINING AND WORKSHOPS 培訓及工作坊

To keep the FDRC's mediators and arbitrators abreast of the latest financial market trend, a CPD training course was conducted in 2016. The course of "Overview of Complex Investment Products and Selling Guidelines under HKMA and SFC Regulations" was hosted by a seasoned financial professional to enrich the participants' knowledge on certain financial products as well as the relevant regulations.

為鞏固調解中心調解員和仲裁員對財經市場最新趨勢的認識，調解中心於2016年舉辦了一次持續專業發展培訓課程。題目為「金管局及證監會規管的複雜投資產品及銷售指引的概要」，由一位資深金融業界專家主持，參加者可藉此加強對個別金融產品及相關規例的知識。

 	
Overview of Complex Investment Products and Selling Guidelines under HKMA and SFC Regulations 5 September 2016	
Mandatory CPD Event with 2.5 CPD Awards to FDRC Mediators/Arbitrators	
Objectives After the completion, participants will be able to acquire core knowledge of complex investment products as well as their respective selling procedures as required by regulatory bodies.	Speaker Dr. Raymond Lee has over 10 years' experience in conducting training courses and seminar for various banks and financial institutions in the areas related to financial market including financial planning, investment management, foreign exchange, etc. He also focus on wealth management business for high-net-worth customers, including asset portfolio design via private banks' product platform such as structured products. Meanwhile, he is the senior consultant of the Hong Kong Institute of Bankers.
Programme Outline <ol style="list-style-type: none"> Accumulators (in particular the CNY related products) <ul style="list-style-type: none"> Building Blocks of Structured Products Knock-Out/Equity/Currency Linked Note (ELN/CLN) What Comprises an Accumulator? Contract Specifications of an Accumulator Areas of Financial Disputes with Bank Customers <ul style="list-style-type: none"> Bank's Securities Policy of Close Out Shares and FX of Customers' Margin Positions, the Practical Procedures and Operations Introduction of Trading Cycle for Shares and FX Functions of a Dealing room / Treasury Management of Banks / Securities Risk Management and Control of Banks / Securities Practical Procedures and Operations <ul style="list-style-type: none"> The HKMA and SFC regulation in (i) and (ii) above and the SFC Complex Investments Product Due Diligence Investment Sales, Advisory Process and Disclosures to Customers Professional Investors and Private Banking Customers 	Programme Details <p>Language : Cantonese (supplemented with English materials)</p> <p>Date : 5 September 2016 (Monday)</p> <p>Time : 18:00 – 20:30 (registration from 17:45)</p> <p>Duration : 2.5 hours</p> <p>Venue : SIF Guangdong Investment Tower, 148 Connaught Road Central, (Sheung Wan MTR Station Exit C)</p> <p>Fee : HK\$200 for FDRC Mediators and FDRC Arbitrators HK\$350 for other participants</p> <p>Enrollment : Please email the Registration Form to cpd@fdrc.org.hk</p> <p>Payment : (1) Crossed cheque payable to "Financial Dispute Resolution Centre" and post to FDRC, Unit 3701-04, 37/F, Sunlight Tower, 248 Queen's Road East, Wan Chai, Hong Kong; or (2) Bank transfer: • Bank Name: The Hongkong and Shanghai Banking Corporation Ltd • A/C Name: Financial Dispute Resolution Centre • A/C No.: (054) 848-218731-838</p>
Target Audience <ul style="list-style-type: none"> Mediators on the FDRC List of Mediators (FDRC Mediators and Arbitrators on the FDRC List of Arbitrators (FDRC Arbitrator)) Other participants who are interested 	
CPD Requirement 2.5 Mandatory CPD is granted to FDRC Mediators and FDRC Arbitrators upon completion. (Please refer to the Statements and Procedures for Admission to the FDRC List of Mediators and FDRC List of Arbitrators and the attached Training Courses (Regulations for detail).)	
Enquiries Ms. Fanny Cheung 3199 5133 Ms. Melody Leung 3199 5166 or cpd@fdrc.org.hk	
Registration Form Overview on Banking Investment Products and Respective Selling Procedures	
Full Name : Mr / Ms / Miss / Dr <input type="checkbox"/> FDRC Mediator <input type="checkbox"/> FDRC Arbitrator <input type="checkbox"/> Other _____ Organization : _____ Mobile / Phone No. : _____ (Confirmation will be sent via e-mail upon receiving the payment) Payment Method : <input type="checkbox"/> Cheque (Cheque no. _____) <input type="checkbox"/> Bank Transfer (bank-in slip attached)	
<small>The information given and the personal data collected will be used for the purpose of administration and communication by the FDRC and/or the co-organizers.</small>	

財務報告

FINANCIAL
STATEMENTS

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 2016.

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 3701-04, 37/F, Sunlight Tower, 248 Queen's Road East, Wan Chai, Hong Kong.

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 deficit of the Company for the year ended 31 December 2016 and the state of the Company's affairs as at that date are set out in the financial statements on pages 44 to 65.

Fixed assets

Movements in fixed assets during the year ended 31 December 2016 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 2016 are set out in statement of changes in equity on page 47.

董事局全人謹將截至二零一六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設於香港灣仔皇后大道東248號陽光中心37樓3701-04室。

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

本公司截至二零一六年十二月三十一日止年度的虧損和本公司於該日的財政狀況載列於第44至第65頁的財務報表內。

固定資產

本公司截至二零一六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

本公司截至二零一六年十二月三十一日止年度的儲備變動詳載於第47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 Teresa CHENG Yeuk-wah
Ms Meena DATWANI
Mr Brian FUNG Wei-lung
Mr Greg HEATON
Mr Frederick KAN Ka-chong
Mr James H LAU Jr
Mr Philip LEUNG Kwong-hon
Mr Anthony NG Tze-wai
Mr TONG Hon-shing (appointed with effect from 1 March 2016)
Mr Jason YEUNG Chi-wai (retired with effect from 1 March 2016)

In accordance with Article 22(3) of Part B 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.

Indemnity of directors

A permitted indemnity provision (as defined in section 469 of the Hong Kong Companies Ordinance) for the benefit of the directors of the Company is currently in force and was in force throughout this 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 Teresa CHENG Yeuk-wah
Chairman
Hong Kong
15 May 2017

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
戴敏娜女士
馮煒能先生
Mr Greg HEATON
簡家聰先生
劉怡翔先生
梁光漢先生
吳子威先生
唐漢城先生（委任於二零一六年三月一日生效）
楊志威先生（退任於二零一六年三月一日生效）

根據本公司的公司組織章程細則B部第22(3)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。

董事彌償

惠及本公司董事的獲准許彌償條文（定義見香港《公司條例》第469條）現正生效，並曾於整個年度內生效。

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
二零一七年五月十五日

INDEPENDENT AUDITOR'S REPORT

獨立核數師報告書

to the members of Financial Dispute Resolution Centre (Incorporated in Hong Kong and limited by guarantee)
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）

Opinion

We have audited the financial statements of Financial Dispute Resolution Centre (the "Company") set out on pages 44 to 65, which comprise the statement of financial position as at 31 December 2016, the statement of comprehensive income, the statement of changes in equity and the cash flow statement for the year then ended and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the financial statements give a true and fair view of the financial position of the Company as at 31 December 2016 and of its financial performance and its cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards ("HKFRSs") issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA") and have been properly prepared in compliance with the Hong Kong Companies Ordinance.

Basis for opinion

We conducted our audit in accordance with Hong Kong Standards on Auditing ("HKSA") issued by the HKICPA. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the Company in accordance with the HKICPA's *Code of Ethics for Professional Accountants* (the "Code") and we have fulfilled our other ethical responsibilities in accordance with the Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Information other than the financial statements and auditor's report thereon

The directors are responsible for the other information. The other information comprises all the information included in the annual report, other than the financial statements and our auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated.

意見

本核數師（以下簡稱「我們」）已審核刊於第44至第65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2016年12月31日的財務狀況表與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。

我們認為，該等財務報表已根據香港會計師公會頒佈的《香港財務報告準則》真實而公允地反映貴公司於2016年12月31日的財務狀況，及貴公司截至該日止年度的財務業績和現金流量，並已按照香港《公司條例》妥為編制。

核數師意見的基礎

我們已根據香港會計師公會頒佈的《香港審計準則》進行審核。我們根據該等準則應負的責任詳見本報告書「核數師就財務報表審計須承擔的責任」一節。根據香港會計師公會頒佈的《專業會計師道德守則》（「道德守則」），我們保持對貴公司的獨立性，並已符合道德守則規定的其他道德要求。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。

財務報表及核數師報告外的其他資訊

董事須對其他資訊負責。其他資訊是指年報中除財務報表及核數師報告外的所有資訊。

我們對財務報表發表的意見並不涵蓋其他資訊，因此我們不會就該等資訊發表任何形式的保證結論。

在財務報表審計過程中，我們的責任是審閱其他資訊，以考慮該等資訊是否與財務報表或我們在審計過程中獲得的資訊存在重大不符，或是否存在重大錯誤陳述。

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the directors for the financial statements

The directors are responsible for the preparation of the financial statements that give a true and fair view in accordance with HKFRSs issued by the HKICPA 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.

In preparing the financial statements, the directors are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. This report is made solely to you, as a body, in accordance with section 405 of the Hong Kong Companies Ordinance, and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of this report.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with HKSA's will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with HKSA's, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal control.

如果我們根據已執行的工作，認為該等其他資訊存在重大錯誤陳述，那麼我們就須對此進行報告。我們在此方面未發現任何問題。

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》編制真實而公允的財務報表，並負責董事認為編制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。

在編制財務報表時，董事須負責評估貴公司持續經營的能力；在合適的情況下披露與持續經營有關的事項；以及使用持續經營編制基礎，董事有意或必須對貴公司進行清算或停止營運的情況除外。

核數師就財務報表審計須承擔的責任

我們執行審計的目的是就整體財務報表是否不存在由於欺詐或錯誤而導致的重大錯誤陳述而獲取合理保證，並出具核數師報告書以陳述我們的意見。我們是按照香港《公司條例》第405條的規定，僅向整體股東報告。除此以外，我們的報告書不可用作其他任何用途。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。

合理保證雖是高等級的保證，但按照《香港會計準則》執行的審計並不一定就能檢測到重大錯誤陳述（若有）。錯誤陳述可源於舞弊或錯誤，在可被合理預期會單獨或合併地影響使用者根據該等財務報表所作的經濟決定時，會被視為重大錯誤陳述。

按照《香港會計準則》的規定，我們在審計過程中行使專業判斷並保持專業懷疑態度。我們同時：

- 識別及評估源於舞弊或錯誤的財務報表重大錯誤陳述風險，針對這些風險設計並執行適當的審計程式，並獲取可充足和適當地為我們的審計意見提供基礎的審計憑證。源於舞弊的重大錯誤陳述不能被檢測的風險大於源於錯誤的重大錯誤陳述不能被檢測的風險，因舞弊往往涉及共謀、偽造、有意遺漏、錯報或違反內部控制。

INDEPENDENT AUDITOR'S REPORT

獨立核數師報告書

to the members of Financial Dispute Resolution Centre (Incorporated in Hong Kong and limited by guarantee)
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）

- Obtain an understanding of internal control relevant to the audit 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 Company's internal control.
 - Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
 - Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
 - Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- 了解與審計有關的內部控制，以設計適當的審計程式，但並非為對公司的內部控制的效能發表意見。
 - 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和相關披露的合理性。
 - 評價董事使用持續經營基礎的合理性，並根據所獲得的審計憑證，確定在可能對公司持續經營能力產生重大影響的事件或情況有關方面是否存在重大不確定因素。如果我們確定重大不確定因素存在，我們須在核數師報告中強調財務報表的相關披露，並在披露不充分時修訂我們的審計意見。我們的結論基於我們在截至核數師報告日止獲得的審計憑證。隨後發生的事件或具體情況可能會使公司喪失持續經營的能力。
 - 評價財務報表的整體列報方式、結構和內容，其中包括披露部分，以及財務報表是否公允地列報相關交易及事件。

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

我們會與董事溝通審計的計畫範圍、時間表以及重大審計發現，其中包括我們在審計過程中發現的內部控制重大缺陷。

KPMG
Certified Public Accountants

畢馬威會計師事務所
執業會計師

8th Floor, Prince's Building
10 Chater Road
Central, Hong Kong
15 May 2017

香港中環
遮打道10號
太子大廈8樓
二零一七年五月十五日

STATEMENT OF COMPREHENSIVE INCOME

全面收益表

for the year ended 31 December 2016 (Expressed in Hong Kong dollars)
截至二零一六年十二月三十一日止年度（以港幣列示）

	Note 附註	2016	2015
Income 收入	3	\$ 3,589,800	\$ 17,541,200
Other revenue 其他收入	4	<u>708,029</u>	<u>681,053</u>
		<u>\$ 4,297,829</u>	<u>\$ 18,222,253</u>
Expenditure 支出			
Staff costs 員工成本		\$ 7,178,880	\$ 7,769,308
Depreciation and amortisation 折舊及攤銷		1,318,478	1,585,886
Other administrative and operating expenses 其他行政及經營費用		<u>5,913,698</u>	<u>8,654,477</u>
		<u>\$ 14,411,056</u>	<u>\$ 18,009,671</u>
(Deficit)/surplus and total comprehensive income for the year	5	<u>\$ (10,113,227)</u>	<u>\$ 212,582</u>
年度（虧損）/ 盈餘及全面收益總額			

STATEMENT OF FINANCIAL POSITION

財務狀況表

at 31 December 2016 (Expressed in Hong Kong dollars)
於二零一六年十二月三十一日（以港幣列示）

	Note 附註	2016	2015
Non-current assets 非流動資產			
Property, plant and equipment 物業、廠房和設備	7	\$ 1,147,757	\$ 2,354,356
Intangible asset 無形資產	8	78,342	82,072
Deposits, prepayments and other receivables 按金、預付款和其他應收款	9	<u>10,500</u>	<u>945,336</u>
		<u>\$ 1,236,599</u>	<u>\$ 3,381,764</u>
Current assets 流動資產			
Deposits, prepayments and other receivables 按金、預付款和其他應收款	9	\$ 1,544,193	\$ 677,867
Time deposits with original maturity of over three months 原定多於三個月到期之定期存款	10	58,900,000	64,704,675
Cash and cash equivalents 現金和現金等價物		<u>3,772,065</u>	<u>6,960,445</u>
		<u>\$ 64,216,258</u>	<u>\$ 72,342,987</u>
Current liabilities 流動負債			
Accruals and other payables 應計款項和其他應付款	11	<u>\$ 1,949,921</u>	<u>\$ 1,308,588</u>
Net current assets 流動資產淨值		<u>\$ 62,266,337</u>	<u>\$ 71,034,399</u>
Total assets less current liabilities 資產總值減流動負債		<u>\$ 63,502,936</u>	<u>\$ 74,416,163</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
NET ASSETS 資產淨值		<u>\$ 63,502,936</u>	<u>\$ 73,616,163</u>

STATEMENT OF FINANCIAL POSITION

財務狀況表

at 31 December 2016 (Expressed in Hong Kong dollars)
於二零一六年十二月三十一日（以港幣列示）

	Note 附註	2016	2015
RESERVES 儲備			
Reserves 儲備	12	\$ 63,502,936	\$ 73,616,163
TOTAL RESERVES 儲備總額		<u>\$ 63,502,936</u>	<u>\$ 73,616,163</u>

Approved and authorised for issue by the board of directors on 15 May 2017 and signed on its behalf by:

董事局於二零一七年五月十五日核准並許可發出，並由下列人士代表簽署：

Prof Teresa CHENG Yeuk-wah 鄭若驊教授
Chairman 主席

Mr Anthony NG Tze-wai 吳子威先生
Director and CEO 董事及行政總裁

STATEMENT OF CHANGES IN EQUITY

權益變動表

for the year ended 31 December 2016 (Expressed in Hong Kong dollars)
截至二零一六年十二月三十一日止年度（以港幣列示）

	<i>Reserves</i> 儲備
At 1 January 2015 於2015年1月1日	\$ 73,403,581
Changes in equity for 2015 : 2015年股權變動：	
Surplus and total comprehensive income for the year 本年度累計盈餘及全面收益總額	<u>212,582</u>
At 31 December 2015 and 1 January 2016 於2015年12月31日及2016年1月1日	\$ 73,616,163
Changes in equity for 2016 : 2016年股權變動：	
Deficit and total comprehensive income for the year 本年度累計虧損及全面收益總額	<u>(10,113,227)</u>
At 31 December 2016 於2016年12月31日	<u>\$ 63,502,936</u>

CASH FLOW STATEMENT

現金流量表

for the year ended 31 December 2016 (Expressed in Hong Kong dollars)
截至二零一六年十二月三十一日止年度（以港幣列示）

	Note 附註	2016	2015
Operating activities 經營活動			
(Deficit)/surplus for the year 年度（虧損）／盈餘		\$ (10,113,227)	\$ 212,582
Adjustments for 調整項目：			
Depreciation and amortisation 折舊及攤銷		1,318,478	1,585,886
Interest income 利息收入		(575,552)	(601,903)
Operating (deficit)/surplus before changes in working capital 營運資金變動前的經營（虧損）／盈餘		\$ (9,370,301)	\$ 1,196,565
Decrease in deposits, prepayments and other receivables 按金、預付款和其他應收款減少		144,561	60,648
Decrease in accruals and other payables 應計款項和其他應付款減少		(158,667)	(1,285,749)
Net cash used in operating activities 經營活動所用的現金淨額		\$ (9,384,407)	\$ (28,536)
Investing activities 投資活動			
Decrease/(increase) in time deposits with original maturity of over three months 原定多於三個月到期之定期存款減少／（增加）		\$ 5,804,675	\$ (64,704,675)
Payment for purchase of property, plant and equipment 購置固定資產款項		(25,199)	(1,184,104)
Payment for purchase of intangible assets 購置無形資產款項		(82,950)	-
Interest income received 已收利息收入		499,501	537,412
Net cash generated from/(used in) investing activities 投資活動產生／（所用）的現金淨額		\$ 6,196,027	\$ (65,351,367)
Net decrease in cash and cash equivalents 現金和現金等價物減少淨額		\$ (3,188,380)	\$ (65,379,903)
Cash and cash equivalents as at 1 January 於1月1日的現金和現金等價物		6,960,445	72,340,348
Cash and cash equivalents as at 31 December 於12月31日的現金和現金等價物	10	\$ 3,772,065	\$ 6,960,445

NOTES TO THE FINANCIAL STATEMENTS

財務報表附註

(Expressed in Hong Kong dollars)
(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”), accounting principles generally accepted in Hong Kong and the requirements of the Hong Kong Companies 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(c) provides information on any changes in accounting policies resulting from initial application of these developments to the extent that they are relevant to the Company for the current and prior accounting periods reflected in these financial statements.

(b) Basis of preparation of the financial statements

The measurement basis used in the preparation of the financial statements is the historical cost basis.

The preparation of financial statements in conformity with HKFRSs requires management to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets, liabilities, income and expenses. The estimates and associated assumptions are based on historical experience and various other factors that are believed to be reasonable under the circumstances, the results of which form the basis of making the judgements about carrying values of assets and liabilities that are not readily apparent from other sources. Actual results may differ from these estimates.

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）、香港公認會計原則及香港《公司條例》的規定編製。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(c)。

(b) 財務報表的編制基準

編製本財務報表時是以歷史成本作為計量基準。

管理層需在編製符合《香港財務報告準則》的財務報表時作出會對會計政策的應用，以及資產、負債、收入和支出的報告數額構成影響的判斷、估計和假設。這些估計和相關假設是根據以往經驗和管理層因應當時情況認為合理的多項其他因素作出的，其結果構成了管理層在無法依循其他途徑即時得知資產與負債的賬面值時所作出判斷的基礎。實際結果可能有別於估計數額。

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

(c) Changes in accounting policies

The HKICPA has issued a number of amendments to HKFRSs that are first effective for the current accounting period of the Company. None of these developments have had a material effect on how the Company's results and financial position for the current or prior periods have been prepared or presented.

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

(d) 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 comprehensive income 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.

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 comprehensive income on the date of retirement or disposal.

管理層會不斷審閱各項估計和相關假設。如果會計估計的修訂只是影響某一期間，其影響便會在該期間內確認；如果修訂對當前和未來期間均有影響，則在作出修訂的期間和未來期間確認。

(c) 會計政策的修訂

香港會計師公會頒佈了數項於本公司的本會計期間首次生效的《香港財務報告準則》。該數項年度改進並無對本公司當前或以往期間編制或列報的業績及財務狀況產生重大影響。

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。

(d) 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，便會於全面收益中確認減值虧損。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。

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全面收益中確認。

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(e) 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 comprehensive income 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 follows:

- Computer software	3 years
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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 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 comprehensive income 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.

(f) 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.

(e) 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全面收益中列支。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
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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，便會於全面收益中確認減值虧損。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。

(f) 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。

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. 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 comprehensive income.

(g) 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.

(h) 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.

(i) Income tax

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

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。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全面收益中確認。

(g) 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。

(h) 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。

(i) 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。

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(j) 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.

(k) 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 comprehensive income 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.

(l) 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 comprehensive income 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.

(m) 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.

(j) 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。

(k) 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全面收益中確認：

- (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。

(l) 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全面收益中確認。

(m) 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。

(n) Operating lease charges

Where the Company has the use of assets under operating leases, payments made under the leases are charged to comprehensive income 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 comprehensive income as an integral part of the aggregate net lease payments made. Contingent rentals are charged to comprehensive income in the accounting period in which they are incurred.

(o) 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.

(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).
- (viii) The entity, or any member of a group of which it is a part, provides key management personnel services to the Company or to the Company's parent.

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.

(n) 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，以等額在全面收益中列支；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全面收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全面收益中列支。

(o) 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) 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。
- (viii) 該實體或屬集團一部分的任何成員向本公司或本公司母公司提供關鍵管理人員服務。

一名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:

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：

	2016	2015
Contributions from founder members 創辦成員的出資	\$ 3,500,000	\$ 17,500,000
Application fee for mediation service 調解服務申請費	7,800	4,200
In-house mediation service 本公司提供的調解服務	<u>82,000</u>	<u>37,000</u>
	<u>\$ 3,589,800</u>	<u>\$ 17,541,200</u>

4. Other revenue 其他收入

	2016	2015
Renewal fee for FDRC List of Mediators/Arbitrators 調解計劃轄下調解員 / 仲裁員名單的續期費	\$ 1,800	\$ 11,800
Room rental income 房間租賃收入	107,820	64,250
Interest income 利息收入	575,552	601,903
Sundry income 雜項收入	<u>22,857</u>	<u>3,100</u>
	<u>\$ 708,029</u>	<u>\$ 681,053</u>

5. (Deficit)/surplus

(Deficit)/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
Contributions to defined contribution retirement plan
界定供款退休計劃供款

5. (虧損) / 盈餘

有關(虧損) / 盈餘是計及以下各項後得出：

	2016	2015
\$ 6,987,929	\$ 6,987,929	\$ 7,547,871
190,951	<u>190,951</u>	<u>221,437</u>
	<u>\$ 7,178,880</u>	<u>\$ 7,769,308</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
Auditors' remuneration 核數師酬金
Depreciation and amortisation 折舊及攤銷

\$ 2,925,088	\$ 2,925,088	\$ 3,515,366
123,600	<u>123,600</u>	<u>120,000</u>
1,318,478	<u>1,318,478</u>	<u>1,585,886</u>
	<u>\$ 4,367,166</u>	<u>\$ 5,221,252</u>

6. Directors' emoluments

Directors' emoluments disclosed pursuant to section 383(1) of the Hong Kong Companies Ordinance and Part 2 of the Companies (Disclosure of Information about Benefits of Directors) Regulation are as follows:

6. 董事酬金

根據香港《公司條例》第383(1)條以及《公司(披露董事利益資料)規則》第2部列報的董事酬金如下：

	2016	2015
Directors' fee 董事酬金	\$ -	\$ -
Salaries, allowances and benefits in kind 薪金、津貼和實物利益	1,881,000	1,800,000
Performance-based bonus 績效獎金	78,375	127,500
Retirement scheme contribution 退休計劃供款	18,000	18,000
Other payments 其他款項	<u>-</u>	<u>-</u>

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

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

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

	<i>Leasehold improvements</i> 租賃改善	<i>Furniture and fixtures</i> 傢俱及 固定裝置	<i>Office equipment</i> 辦公室設備	<i>Computer equipment and software</i> 電腦設備 及軟件	<i>Total</i> 總額
Cost 成本：					
At 1 January 2016 於2016年1月1日	\$ 3,179,344	\$ 260,175	\$ 372,500	\$ 1,530,870	\$ 5,342,889
Additions 增置	-	1,050	2,790	21,359	25,199
At 31 December 2016 於2016年12月31日	<u>\$ 3,179,344</u>	<u>\$ 261,225</u>	<u>\$ 375,290</u>	<u>\$ 1,552,229</u>	<u>\$ 5,368,088</u>
Accumulated depreciation 累計折舊：					
At 1 January 2016 於2016年1月1日	\$ (1,055,892)	\$ (199,328)	\$ (362,574)	\$ (1,370,739)	\$ (2,988,533)
Charge for the year 本年度的折舊	<u>(1,059,782)</u>	<u>(52,330)</u>	<u>(5,681)</u>	<u>(114,005)</u>	<u>(1,231,798)</u>
At 31 December 2016 於2016年12月31日	<u>\$ (2,115,674)</u>	<u>\$ (251,658)</u>	<u>\$ (368,255)</u>	<u>\$ (1,484,744)</u>	<u>\$ (4,220,331)</u>
Net book value 賬面淨值：					
At 31 December 2016 於2016年12月31日	<u>\$ 1,063,670</u>	<u>\$ 9,567</u>	<u>\$ 7,035</u>	<u>\$ 67,485</u>	<u>\$ 1,147,757</u>

	<i>Leasehold improvements</i> 租賃改善	<i>Furniture and fixtures</i> 傢俱及 固定裝置	<i>Office equipment</i> 辦公室設備	<i>Computer equipment and software</i> 電腦設備 及軟件	<i>Total</i> 總額
Cost 成本：					
At 1 January 2015 於2015年1月1日	\$ 2,090,048	\$ 260,175	\$ 363,011	\$ 1,445,551	\$ 4,158,785
Additions 增置	<u>1,089,296</u>	<u>-</u>	<u>9,489</u>	<u>85,319</u>	<u>1,184,104</u>
At 31 December 2015 於2015年12月31日	<u>\$ 3,179,344</u>	<u>\$ 260,175</u>	<u>\$ 372,500</u>	<u>\$ 1,530,870</u>	<u>\$ 5,342,889</u>
Accumulated depreciation 累計折舊：					
At 1 January 2015 於2015年1月1日	\$ -	\$ (147,172)	\$ (336,552)	\$ (1,115,897)	\$ (1,599,621)
Charge for the year 本年度的折舊	<u>(1,055,892)</u>	<u>(52,156)</u>	<u>(26,022)</u>	<u>(254,842)</u>	<u>(1,388,912)</u>
At 31 December 2015 於2015年12月31日	<u>\$ (1,055,892)</u>	<u>\$ (199,328)</u>	<u>\$ (362,574)</u>	<u>\$ (1,370,739)</u>	<u>\$ (2,988,533)</u>
Net book value 賬面淨值：					
At 31 December 2015 於2015年12月31日	<u>\$ 2,123,452</u>	<u>\$ 60,847</u>	<u>\$ 9,926</u>	<u>\$ 160,131</u>	<u>\$ 2,354,356</u>

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8. Intangible asset 無形資產

	<i>Computer software</i> 電腦軟件
Cost 成本：	
At 1 January 2016 於2016年1月1日	\$ 590,920
Additions 增置	<u>82,950</u>
At 31 December 2016 於2016年12月31日	<u>\$ 673,870</u>
At 1 January 2015 於2015年1月1日	\$ 590,920
Additions 增置	<u>-</u>
At 31 December 2015 於2015年12月31日	<u>\$ 590,920</u>
Accumulated amortisation 累計攤銷：	
At 1 January 2016 於2016年1月1日	\$ 508,848
Charge for the year 本年度攤銷	<u>86,680</u>
At 31 December 2016 於2016年12月31日	<u>\$ 595,528</u>
At 1 January 2015 於2015年1月1日	\$ 311,874
Charge for the year 本年度攤銷	<u>196,974</u>
At 31 December 2015 於2015年12月31日	<u>\$ 508,848</u>
Net book value 賬面淨值：	
At 31 December 2016 於2016年12月31日	<u>\$ 78,342</u>
At 31 December 2015 於2015年12月31日	<u>\$ 82,072</u>

9. Deposits, prepayments and other receivables

	2016	2015
Deposits 按金	\$ 1,179,771	\$ 945,336
Prepayments 預付款	222,131	601,127
Other receivables 其他應收款	<u>152,791</u>	<u>76,740</u>
	<u>\$ 1,554,693</u>	<u>\$ 1,623,203</u>

Disclosed as 披露為：

Non-current assets 非流動資產	\$ 10,500	\$ 945,336
Current assets 流動資產	<u>1,544,193</u>	<u>677,867</u>
	<u>\$ 1,554,693</u>	<u>\$ 1,623,203</u>

The amount of the Company's deposits and prepayments expected to be recovered or recognised as expense after more than one year is \$10,500 (2015: \$945,336) and is disclosed under non-current assets. All of the other prepayments and other receivables are expected to be recovered or recognised as expense within one year.

9. 按金、預付款和其他應收款

	2016	2015
Deposits 按金	\$ 1,179,771	\$ 945,336
Prepayments 預付款	222,131	601,127
Other receivables 其他應收款	<u>152,791</u>	<u>76,740</u>
	<u>\$ 1,554,693</u>	<u>\$ 1,623,203</u>

Disclosed as 披露為：

Non-current assets 非流動資產	\$ 10,500	\$ 945,336
Current assets 流動資產	<u>1,544,193</u>	<u>677,867</u>
	<u>\$ 1,554,693</u>	<u>\$ 1,623,203</u>

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10,500元（2015年：945,336元），並披露為非流動資產。所有其他預付款和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**Cash and cash equivalents comprise:**

	2016	2015
Cash at bank and on hand 銀行存款和現金	\$ 772,065	\$ 760,445
Time deposits with original maturity of less than three months 原定少於三個月到期之定期存款	<u>3,000,000</u>	<u>6,200,000</u>
Cash and cash equivalents 現金和現金等價物	<u>\$ 3,772,065</u>	<u>\$ 6,960,445</u>

10. 現金和現金等價物**現金和現金等價物包括：**

	2016	2015
Cash at bank and on hand 銀行存款和現金	\$ 772,065	\$ 760,445
Time deposits with original maturity of less than three months 原定少於三個月到期之定期存款	<u>3,000,000</u>	<u>6,200,000</u>
Cash and cash equivalents 現金和現金等價物	<u>\$ 3,772,065</u>	<u>\$ 6,960,445</u>

NOTES TO THE FINANCIAL STATEMENTS

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11. Accruals and other payables

Accruals 應計款項
Other payables 其他應付款

Disclosed as 披露為：

Non-current liabilities 非流動負債
Current liabilities 流動負債

11. 應計款項和其他應付款

	2016	2015
Accruals 應計款項	\$ 1,752,367	\$ 1,651,045
Other payables 其他應付款	197,554	457,543
	<u>\$ 1,949,921</u>	<u>\$ 2,108,588</u>
Disclosed as 披露為：		
Non-current liabilities 非流動負債	\$ -	\$ 800,000
Current liabilities 流動負債	1,949,921	1,308,588
	<u>\$ 1,949,921</u>	<u>\$ 2,108,588</u>

All of the accruals and other payables are expected to be settled within one year or are repayable on demand.

所有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 Articles 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 Under Secretary for Financial Services and the Treasury ("USFST"), the Hong Kong Monetary Authority ("HKMA") and the Securities and Futures Commission ("SFC").

(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 2016 was \$63,502,936 (2015: \$73,616,163). The Company's primary objectives when managing capital are to safeguard the Company's ability to continue as a going concern.

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副局長、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」）。

(b) 資本管理

本公司將「資本」界定為由本公司持有的儲備。按此基準計算，於二零一六年十二月三十一日的資本額為63,502,936元（2015年：73,616,163元）。本公司管理資本的主要目的是保障本公司可持續經營。

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 Financial Services and the Treasury Bureau ("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 that the Company may use its accumulated surplus and their funding commitments to sustain the operation of the Company after 31 December 2014 until around 2019. Upon the implementation of its funding formula 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.

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
2016 Accruals and other payables 2016 應計款項和其他應付款	\$ 1,949,921	\$ 1,949,921	\$ -
2015 Accruals and other payables 2015 應計款項和其他應付款	\$ 2,108,588	\$ 1,308,588	\$ 800,000

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二零一九年期間的運作。在實施融資方案後及取決於諮詢結果，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。

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流動資金、信貸、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：

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(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.

(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 2016, 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 2016 in respect of leasehold improvement not provided for in the financial statements were as follows:

Contracted for 已訂約

(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) 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。於二零一六年十二月三十一日，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) 於二零一六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：

	2016	2015
Contracted for 已訂約	\$ -	\$ 111,895

(b) At 31 December 2016, the total future minimum lease payments to properties under non-cancellable operating leases are as follows:

	2016	2015
Within 1 year 1年內	\$ 2,580,960	\$ 3,097,152
After 1 year but within 5 years 1年後但5年內	-	2,580,960
	<u>\$ 2,580,960</u>	<u>\$ 5,678,112</u>

The above lease has a contract term of 3 years. The Company entered into a lease of 3 years in September 2014 for the Wan Chai office, expiring in October 2017, with a right to renew the lease when all terms are renegotiated. The lease does not include contingent rentals.

15. Material related party transactions

(a) Transactions with key management personnel

The emoluments of key management personnel who are directors of the Company is disclosed in note 6 which includes fees, salaries and allowances, bonus, retirement benefit contribution and payment in lieu of notice, if any.

(b) Transactions with other related parties

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

	Note 附註	2016	2015
Contributions from founder members 創辦成員出資	3	<u>\$ 3,500,000</u>	<u>\$ 17,500,000</u>

(b) 於二零一六年十二月三十一日，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：

	2016	2015
Within 1 year 1年內	\$ 2,580,960	\$ 3,097,152
After 1 year but within 5 years 1年後但5年內	-	2,580,960
	<u>\$ 2,580,960</u>	<u>\$ 5,678,112</u>

上述租賃的合同期限為3年。本公司的辦事處位於灣仔，已於二零一四年九月簽訂了3年租約，租約將於二零一七年十月到期，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。

15. 重大關聯方交易

(a) 與關鍵管理人員的交易

本公司的關鍵管理人員若兼任董事，有關酬金已於附註6中披露，其中包括酬金、薪金、津貼、花紅、退休供款計劃和代通知金（如有）。

(b) 與其他關聯方的交易

本公司於年度內進行的主要關聯方交易如下：

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(以港幣列示)

16. Possible impact of amendments, new standards and interpretations issued but not yet effective for the year ended 31 December 2016

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 2016 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二零一六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二零一六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*

Amendments to HKAS 7, <i>Statement of cash flows: Disclosure initiative</i> 國際會計準則第7號的修訂，現金流量表：披露計劃	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
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 2018 2018年1月1日
HKFRS 16, <i>Leases</i> 香港財務報告準則第16號，租賃	1 January 2019 2019年1月1日

The Company is in the process of making an assessment of what the impact of these amendments and new standards 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 financial statements, except for HKFRS 9, *Financial instruments*, which will have an impact on the Company's results and financial position arising from changes in the Company's classification and measurement of financial instruments.

本公司正在評估這些修訂和新準則對初始採用期間的影響。截至目前為止，本公司相信，除了《香港財務報告準則第9號：金融工具》可能會導致公司對金融工具的分類與計量方法產生變更，從而影響公司的業績及財務狀況外，採納這些修訂和新準則不大可能會嚴重影響本公司的財務報表。



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