

Final Written Reply
Suggested Template in relation to FDRS
(For reference only)

For Individuals and Sole Proprietors:

If you are unsatisfied with our reply, you may wish to contact the Financial Dispute Resolution Centre (FDRC) at hotline: (852) 3199 5199, via email: fdrc@fdrc.org.hk, or write to them at Room 408-409, 4/F, West Wing, Justice Place, 11 Ice House Street, Central, Hong Kong. You may also visit their website at www.fdrc.org.hk for further details. For your information, FDRC is an independent and non-profit making organization which provides an avenue for resolving your monetary disputes with us. The leaflet enclosed herewith provides an outline of FDRC's scope of services.

For Small Enterprises:

For a Small Enterprise* (see definition below), if you are unsatisfied with our reply, you may wish to contact the Financial Dispute Resolution Centre (FDRC) at hotline: (852) 3199 5199, via email: fdrc@fdrc.org.hk, or write to them at Room 408-409, 4/F, West Wing, Justice Place, 11 Ice House Street, Central, Hong Kong. You may also visit their website at www.fdrc.org.hk for further details. For your information, FDRC is an independent and non-profit making organization which provides an avenue for resolving your monetary disputes with us. The leaflet enclosed herewith provides an outline of FDRC's scope of services.

*In accordance with the Terms of Reference of FDRC, a Small Enterprise means a limited company or a partnership with its latest financial year end statement has an annual turnover and gross assets of not more than HK\$50 million respectively and with not more than 50 employees in Hong Kong. If a limited company is a subsidiary company or a holding company (in accordance with the definitions used in the Companies Ordinance (Cap. 622)) within a group, the group's consolidated figures will be used. For overseas incorporated enterprises, same criteria apply.

最後書面答覆

有關調解計劃的建議樣本 (僅供參考)

對於個人和獨資經營者：

如果您對我們的答覆未感滿意，您可考慮致電熱線：(852)3199 5199、透過電郵：fdrc@fdrc.org.hk，或致函：香港中環雪廠街11號律政中心西座4樓408-409室與金融糾紛調解中心（「調解中心」）聯絡。您也可瀏覽調解中心的網頁：www.fdrc.org.hk 以了解更多詳情。請注意，調解中心是一所獨立的非牟利機構，為金融機構及其客戶提供一個解決兩者之間金錢爭議的途徑。隨函附上調解中心服務範圍的簡介小冊子以供參考。

對於小型企業：

對於小型企業*（見下文定義），如果您對我們的答覆未感滿意，您可考慮致電熱線：(852) 3199 5199、透過電郵：fdrc@fdrc.org.hk，或致函：香港中環雪廠街11號律政中心西座4樓408-409室與金融糾紛調解中心（「調解中心」）聯絡。您也可瀏覽調解中心的網頁：www.fdrc.org.hk 以了解更多詳情。請注意，調解中心是一所獨立的非牟利機構，為金融機構及其客戶提供一個解決兩者之間金錢爭議的途徑。隨函附上調解中心服務範圍的簡介小冊子以供參考。

*根據調解中心的職權範圍，小型企業是指有限公司或合夥企業。且按其最近一個財務年度的年終報表顯示：其年度營業額和總資產分別不超過港幣 5,000 萬元及在香港僱員人數不超過 50 人。如該有限公司屬集團的附屬公司或控權公司（根據《公司條例》（第 622 章）的定義），則將會使用該集團的綜合數據。對於海外註冊成立的企業，一律適用相同準則。