

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 Unit 3701-4, 37/F, Sunlight Tower, 248, Queen's Road East, Wanchai, 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 Unit 3701-4, 37/F, Sunlight Tower, 248, Queen's Road East, Wanchai, 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：香港灣仔皇后大道東 248 號陽光中心 37 樓 3701-4 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：香港灣仔皇后大道東 248 號陽光中心 37 樓 3701-4 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。