

**Role of the FDRC** (w.e.f. 1 Nov 2018)

The following guideline is to elaborate on the role of the FDRC to avoid misunderstanding.

**Guideline No. 3 : The Role of the FDRC** (w.e.f. 1 Nov 2018)

“The role of the FDRC has been clearly specified in Paragraph 5 of Section B in the ToR: Principles and Functions of the FDRC. This is to reiterate that the FDRC, as an administering institute of the Financial Dispute Resolution Scheme (FDRS), is to ensure that the resolution procedures of the FDRS be independent and that both parties be treated in an impartial way in the process. For avoidance of doubt, the FDRC will not interfere with the conduct and outcomes of the mediation and arbitration, which may affect the independence of the mediators and the arbitrators.”