

Training Programme for FDRC Mediator/Arbitrator Recruitment

jointly organized by the Financial Dispute Resolution Centre (FDRC), The Hong Kong Institute of Bankers (HKIB) and Hong Kong Securities and Investment Institute (HKSI)

Part I: Regulatory Framework, Experience Sharing & FDRC Workflow **Part II: Financial Products Offered by Banks/Brokerages and their Selling Process**

Mode : Online courses and online assessment administered by HKSI

Lecture Dates* : Day 1 – 18 September 2021 (Saturday)
Day 2 – 25 September 2021 (Saturday)
Day 3 – 8 October 2021 (Friday)

Time : 9:00 am – 1:15 pm

Assessment* : 15 October 2021 (Friday)
Format - Test paper of 40 M/C questions to be completed within 60 minutes
AM session – 10:00 am to 1:00 pm (assessment portal will close at 1:00pm)
PM session – 3:00 pm to 6:00 pm (assessment portal will close at 6:00pm)
(#Participants who failed have one chance for re-test in the PM session only)

Note*

For more details, please refer to the Terms and Conditions of the Training Programme.

Day 1 - 18 September 2021 (Saturday)

Time	Duration	Topic	Speaker(s)
<u>Part I (a) : Introduction to FDRC and Financial Dispute Resolution Scheme (FDRS)</u>			
0900-1000	15 mins	- Welcome/ Opening remarks and Introduction to the FDRC/FDRS	Mr. Dieter YIH/ Mr. Herman CHO, FDRC
	45 mins	- FDRC Dispute Resolution Team and its role (vetting and case management) in the process of mediation and arbitration - Standards and Procedures for Admission to the FDRC Lists of Mediators/ Arbitrators - Ethics of Arbitrators/Mediators and Disciplinary matters	Ms. Fanny CHEUNG, FDRC
1000-1005	5 mins	<i>[BREAK]</i>	
<u>Part II (a) : Overview of Products and Services Offered by Banks [1]</u>			
1005-1135	90 mins	- Overview of Products and Services Offered by Banks – part I	Mr. Patrick IP, HKIB
1135-1145	10 mins	<i>[BREAK]</i>	
1145-1315	90 mins	- Overview of Products and Services Offered by Banks – part II	

Note 1:

The section on “Financial Products Offered by Banks and their Selling Process” aims to enhance one’s understanding of the relevant rules and regulations, unique features of key investment products and their respective selling process, as well as his/her general understanding of basic related matters with which mediators/arbitrators should reasonably be expected to be familiar. Participants are expected to master these topics on which examination questions will be based.

Study pack manuals will be provided to each participant and relevant topics will be highlighted as the key areas of knowledge including basic knowledge of banking products and services, overview of virtual bank, selling process of investment services, operation process for banking products and services and common banking complaints and cases.

The contents of the online lecture cover highlight on key features of banking products and services, overview of selling process of investment services, overview of operation workflow in processing banking products and services, highlight on common complaints and cases discussion and sharing.

Day 2 - 25 September 2021 (Saturday)

Time	Duration	Topic	Speaker(s)
<u>Part I (b) : Practical experience sharing – Panel discussion by FDRC Mediators and FDRC Arbitrators</u>			
0900-1000	55 mins	- Introduction - Institutional Arbitration / Mediation - Pre-mediation Communication and Negotiation Dynamics in Mediation - Document-only Arbitration and hearing	Mr. Richard LEUNG, Moderator Prof. Hing Fung LEUNG Mrs. Cecilia WONG Mr. King WONG Mr. Man Sing YEUNG
	5 mins	- Q&As	
1000-1005	5 mins	<i>[BREAK]</i>	
<u>Part II (b) : Overview of Products and Services Offered by Brokerages [2]</u>			
1005-1135	90 mins	- Overview of Products and Services Offered by Brokerages – part I	Mr. Eugene LEE, HKSI
1135-1145	10 mins	<i>[BREAK]</i>	
1145-1315	90 mins	- Overview of Products and Services Offered by Brokerages – part II	

Note 2:

The section on “Financial Products Offered by Brokerages and their Selling Process” aims to enhance one’s understanding of the relevant rules and regulations, unique features of key investment products and their respective selling process, as well as his/her general understanding of basic related matters with which mediators/arbitrators should reasonably be expected to be familiar. Three study manuals will be provided to each participant and relevant topics therein will be highlighted as the key areas of knowledge. Participants are expected to master these topics on which examination questions will be based.

The training programme will first provide a high level overview of the relevant rules and regulations in the securities and futures industry. The second part will consider the common investment products and their specific features. The third section and thereafter will cover the selling process: sourcing of clients, account opening and dealing/advising cycles. Possible areas of dispute and ways to resolve them would be discussed. The last area will mention some topical issues for noting and useful websites for future referencing. Time will also be allowed for any questions.

Good mediators/arbitrators should note that they must keep abreast of any updates or amendments of the relevant laws, regulations and requirements.

Day 3 - 8 October 2021 (Friday)

Time	Duration	Topic	Speaker(s)
<u>Part I (c)(1) : Financial regulatory framework in Hong Kong - Banking Sector</u>			
		(a) Financial regulatory framework	<u>Banking Conduct Division</u>
0900-0920	20 mins	- Licensing conditions of AIs, the banking system and authorization regime in Hong Kong - Q&As	Ms Shirley HO, Senior Manager
0920-1000	40 mins	- Additional measures governing the sales of investment and insurance products of AIs - Q&As	Ms Anita CHAN, Senior Manager Ms Candy TAM, Senior Manager
1000-1020	20 mins	- Code of Banking Practice, other consumer protection initiatives and latest updates on the regulatory framework in Hong Kong - Q&As	Ms Yvonne CHAN, Senior Manager
		(b) Case studies/common kinds of complaints handled by HKMA	<u>Enforcement and AML Division</u>
1020-1100	40 mins	- Case studies and common complaints - Regulators' perspectives on dealing with complaints or regulatory breach against banks - Q&As	Ms Ivy CHAN, Senior Manager
1100-1115	15 mins	<i>[BREAK]</i>	
<u>Part I (c)(2) : Financial regulatory framework in Hong Kong – Financial and Securities Sector</u>			
		(a) Financial regulatory framework	<u>Speakers from SFC</u>
1115-1155	35 mins 5 mins	- Principles of Code of Conduct for Persons Licensed by or Registered with SFC - Regulatory framework governing the sales of investment products - Q&As	Mr. Johnny SHIH, Associate Director (Intermediaries Supervision)
1155-1230	30 mins 5 mins	- SFC's disciplinary proceedings against financial intermediaries - Q&As	Ms. Lisa CHEN, Senior Director (Enforcement)
		(b) Case studies/common kinds of complaints handled by SFC	
1230-1315	40 mins 5 mins	- Case studies and common complaints - Regulators' perspectives on dealing with complaints or regulatory breach against financial institutions licensed by the SFC - Q&As	Mr. Sam CHIU, Manager (Complaints Team)