

FDRC Information Seminars for Banks and Securities Firms

Introduction

The Financial Dispute Resolution Centre (FDRC) administers the Financial Dispute Resolution Scheme (FDRS) in an independent and impartial manner. FDRS facilitates financial institutions in resolving monetary disputes with their customers by way of “Mediation First, Arbitration Next”. As members of the FDRS, you and your company representative(s) are cordially invited to attend the information seminars that cover the following topics:-

- Introduction to FDRC and FDRS
- Role of financial institutions under FDRS
- Terms of Reference and FDRS Guidelines on Intake Criteria of Cases
- Mediation and Arbitration Processes
- Guidelines and Amendments to Terms of Reference issued in Nov 2018

Time Slots Available (Same contents for two sessions)

A	27 February 2019, Wednesday	4:00pm – 5:00pm
B	1 March 2019, Friday	4:00pm – 5:00pm



Venue : Financial Dispute Resolution Centre
Unit 3701-04, 37/F, Sunlight Tower, 248 Queen’s Road East, Wan Chai, HK
(Wan Chai MTR Station Exit A3, via Tai Yuen Street)

Language : Cantonese

Fees : Nil

Registration deadline : 22 February 2019, Friday

Registration method : Please fill in the registration form and return by email to pr@fdrc.org.hk. **Registration by email only**. Confirmation letter will be sent within the next working day after the registration deadline. Seats are on a first-come-first-served basis. If full, we will put you on a waiting list and keep you informed of our upcoming events.

CPT Requirements : This session may fulfil CPT requirements of the Securities and Futures Commission and obtain 1 CPD point for FDRC mediators/arbitrators. To clarify, only 1 CPD point will be granted for seminars with same contents. Please refer to SFC’s Guidelines on Continuous Professional Training and FDRS Standards and Procedures.

Enquiry : pr@fdrc.org.hk / 3199 5109

金融糾紛調解中心簡報會（銀行及證券行）

簡介

金融糾紛調解中心（調解中心）獨立持平地管理金融糾紛調解計劃（調解中心）。調解計劃主要以「先調解，後仲裁」方式協助解決金融機構與其客戶之間的金錢爭議。作為調解計劃的成員，調解中心現誠邀 貴機構代表參加是次簡報會。簡報會內容包括：

- 簡介調解中心及調解計劃
- 調解計劃下金融機構的角色
- 《職權範圍》及《個案受理準則指引》
- 調解及仲裁過程
- 《職權範圍》的指引及修訂（於2018年11月公布）

時段（兩個時段的簡報會內容相同）

A	2019年2月27日（星期三）	下午 4:00 - 5:00
B	2019年3月1日（星期五）	下午 4:00 - 5:00



地點：金融糾紛調解中心
香港灣仔皇后大道東248號陽光中心37樓3701-04室
（灣仔港鐵站A3出口，經太原街）

語言：廣東話

費用：免費

截止報名日期：2019年2月22日（星期五）

報名方法：請填妥附件之登記表格並電郵至 pr@fdrc.org.hk。調解中心**只接受電子郵件登記**。確認信會於截止報名日期後下一個工作天內以電子郵件送出。名額有限，先到先得。如名額已滿，閣下的報名將列於後補名單內，調解中心將於日後舉辦簡報會時通知閣下。

持續培訓要求：此簡報會或可符合證監會持續培訓要求及為調解中心的調解員 / 仲裁員取得調解中心 1 CPD學分。請注意相同內容的簡報會只可授予 1 CPD學分。請參閱證監會的《持續培訓的指引》和金融糾紛調解計劃的《標準和程序》。

查詢：pr@fdrc.org.hk / 3199 5109

Registration Form 登記表格

Please complete in block letters and put "✓" in appropriate box. 請以正楷填寫及在適當的格內加上“✓”號。

Email / 電郵 : pr@fdrc.org.hk

Participant 參加者 FI 金融機構代表 FDRC Mediators/Arbitrators 調解員 / 仲裁員

Organization 機構 : _____

Full Name 姓名 : _____ Mr 先生 / Ms 女士

Position 職位 : _____

Email 電郵 : _____

Tel No 電話 : _____

Time slot 時段 : A 27 February 2019, Wednesday 4:00pm – 5:00pm (Cantonese 廣東話)

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Note 註 :

FDRC reserves the right to cancel, modify and/or postpone the Briefing Sessions.

調解中心保留取消, 修改及 / 或延遲簡報會的權利。

The personal data and information collected will be used and handled by FDRC staff for the purposes of event administration and future communications.

所提供的個人資料僅會被調解中心作為行政和將來聯絡之用及由調解中心工作人員處理。

If typhoon signal no.8 or above and/or black rainstorm is still in force at 1:00pm, the session on that day will be cancelled.

如果天文台於簡報會當日下午1時正仍懸掛八號風球或以上及 / 或黑色暴雨警告信號, 當日之簡報會將會取消。