

# Training Programme for FDRC Mediator / Arbitrator Recruitment

The Financial Dispute Resolution Centre (FDRC) administers an independent dispute resolution scheme to resolve monetary disputes between financial services providers and individual customers. The FDRC is now recruiting new members to the FDRC Lists of Mediators and Arbitrators (the Lists). Applicants for admission have to satisfy the Appointment Committee of FDRC that they have, as one of the prerequisites, completed this training programme and passed the assessment therein.

## Target Audience

This course is primarily designed for accredited and experienced mediators or arbitrators as set out in the Standards and Procedures for Admission to the Lists (S&P) and who intend to make an application to the FDRC for admission to the Lists in accordance with the procedures as set out in the S&P.

## Programme Structure

### Part I – Regulatory Framework, Experience Sharing & FDRC Workflow

- Introduction to FDRC and Financial Dispute Resolution Scheme (FDRS)
- Practical experience sharing – Panel discussion by FDRC Mediators and Arbitrators
- Financial regulatory framework in Hong Kong by representatives from Hong Kong Monetary Authority (HKMA) and Securities & Futures Commission of Hong Kong (SFC)

### Part II(a) – Financial Products Offered by Banks and their Selling Process

- 10-hour self study
- 3-hour lecture offered by The Hong Kong Institute of Bankers (HKIB)

### Part II(b) – Financial Products Offered by Brokerages and their Selling Process

- 10-hour self study
- 3-hour lecture offered by Hong Kong Securities and Investment Institute (HKSI Institute)

## Schedule

### Day 1 – 18 September 2021 (Saturday)

9:00a.m. – 10:00a.m.	Part I (a): Introduction to FDRC and FDRS
10:00a.m. – 1:15p.m.	Part II (a): Overview of Products and Services offered by Banks

### Day 2 – 25 September 2021 (Saturday)

9:00a.m. – 10:00a.m.	Part I (b): Practical experience sharing – Panel discussion by FDRC Mediators and FDRC Arbitrators
10:00a.m. – 1:15p.m.	Part II (b) Overview of Products and Services offered by Brokerages

### Day 3 – 8 October 2021 (Friday)

9:00 a.m. – 1:15p.m.	Part I (c): Financial regulatory framework in Hong Kong offered by HKMA and SFC
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### Assessment – 15 October 2021 (Friday)

AM Session (10:00a.m. – 1:00p.m.)	Online Assessment on Part II (a) and (b) (MC test of 60-minute duration)
PM Session (3:00p.m. – 6:00p.m.)	(Please refer to Terms and Conditions for details)

## Lecture Details

Mode	Virtual platform
Language	Cantonese (course material in English)
Fee	HK\$3,900
Deadline for enrolment	11 September 2021

CPD/CPT (12 points; 4 points for each day)  
 FDRC CPD                      HKIB CPD  
 PWMA OPT                      SFC CPT  
 HKMAAL, The Law Society of Hong Kong (being applied for)

Event Details:  
<https://bit.ly/3rajkwx>



For more details in becoming FDRC Mediator and/or Arbitrator

[https://www.fdrc.org.hk/en/html/resolvingdisputes/resolvingdisputes\\_howtobecomemediator.php](https://www.fdrc.org.hk/en/html/resolvingdisputes/resolvingdisputes_howtobecomemediator.php)



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## Speakers

### Part I

- **Representatives from Hong Kong Monetary Authority**  
Ms Shirley HO, Senior Manager (Banking Conduct Division)  
Ms Anita CHAN, Senior Manager (Banking Conduct Division)  
Ms Candy TAM, Senior Manager (Banking Conduct Division)  
Ms Yvonne CHAN, Senior Manager (Banking Conduct Division)  
Ms Ivy CHAN, Senior Manager (Enforcement and AML Division)
- **Representatives from Securities & Futures Commission of Hong Kong**  
Mr. Johnny SHIH, Associate Director (Intermediaries Supervision)  
Ms. Lisa CHEN, Senior Director (Enforcement)  
Mr. Sam CHIU, Manager (Complaints Team)
- **Representatives from Financial Dispute Resolution Centre**  
Mr Dieter YIH *JP*, Chairman  
Mr Herman CHO, Chief Executive Officer  
Ms Fanny CHEUNG, Dispute Resolution Manager
- Panel discussion by experienced mediators and arbitrators  
*Moderator:* Mr Richard LEUNG *JP*  
Panel Members: Prof Hing-fung LEUNG, Mrs Cecilia WONG, Mr King WONG, Mr Man-sing YEUNG

### Part II(a) & Part II(b)

- **Speaker from The Hong Kong Institute of Bankers**  
Mr Patrick IP
- **Speaker from Hong Kong Securities and Investment Institute**  
Mr Eugene LEE

## Further Information and Enquiries

For more information on:

- Qualifications and requirements for admission as FDRC mediator/arbitrator
- Detailed rundown of the Training Programme
- Terms and conditions for the Training Programme
- Enrolment and payment methods for the Training Programme

Please visit the following websites:

- [FDRC's Website](#)
- [HKSI Institute's Website](#)
- [HKIB's Website](#)

For enquires on:

- Enrolment, assessment, technical support and matters related to HKSI Institute  
Please contact HKSI Institute at tel. no. **3120 6100** or by email [education@hksi.org](mailto:education@hksi.org)
- Matters related to HKIB  
Please contact HKIB at tel. no. **2153 7800** or by email [programme@hkib.org](mailto:programme@hkib.org)
- Admission as FDRC mediators/arbitrators & FDRC/FDRS related matters  
Please contact FDRC at tel. no. **3199 5131** or **3199 5109** or by email [fdrc@fdrc.org.hk](mailto:fdrc@fdrc.org.hk)

~ Spaces are limited ~  
~ Enrol early to avoid disappointment ~

\*Terms and conditions apply.

For more details in becoming FDRC Mediator and/or Arbitrator

[https://www.fdrc.org.hk/en/html/resolvingdisputes/resolvingdisputes\\_howtobecomemediator.php](https://www.fdrc.org.hk/en/html/resolvingdisputes/resolvingdisputes_howtobecomemediator.php)

