

ADR scheme	
EU/EEA member state	PORTUGAL
Name in original language	Mediador do Crédito
Name in English	Credit Ombudsman
Contact details for consumers	
Address	Avenida Almirante Reis, 71, 3º 1150-012 Lisboa
Phone number	+351 213 233 416
Fax number	-
E-mail address	mediador.do.credito@bportugal.pt
Website address	www.mediadordocredito.pt
How the ADR scheme works	
Type of ADR scheme	<input checked="" type="checkbox"/> public <input checked="" type="checkbox"/> established by law <input type="checkbox"/> private <input type="checkbox"/> voluntary
Limits	Matters not directly related to credit institutions or credit activities involving bank customers. This includes issues not directly tied to credit relationships.
Are there prior formalities to be complied with?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no
Does the consumer have to pay a fee?	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no
If the consumer has to pay a fee, how much is it (in euro)?	-
Does the ADR scheme answer enquiries about its work?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no
Does the ADR scheme try to help the parties reach a negotiated settlement?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no
Does the ADR scheme issue a decision upholding or rejecting the complaint?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no
If the ADR scheme issues a decision, what is its effect?	<input checked="" type="checkbox"/> recommendation, not binding on either party <input type="checkbox"/> binding on the financial institution but not the consumer <input type="checkbox"/> binding on both the financial institution and the consumer
Any necessary explanation about the decision	During the decision-making procedure, the Credit Ombudsman receives written mediation requests from bank customers and assesses their admissibility; facilitates communication between the parties to resolve disputes; identifies irregularities during mediation and issues recommendations to address these matters; notifies applicants of the initial decision within 5 working days.
Average time for ADR scheme to resolve a complaint	4.3 Months
Language(s) in which the ADR scheme operates	
Language(s) in which a complaint can be made	Portuguese English
Language(s) in which any decision can be issued	Portuguese
Observations	
Any additional useful information not already covered by the other sections of this form	The Credit Ombudsman protects and promotes the rights, guarantees and legitimate interests of individuals and entities in credit relationships to improve access to credit from the financial system. The Credit Ombudsman also promotes financial literacy regarding credit, raises awareness of citizens' rights and duties, provides clarifications and information, and collaborates with the Banco de Portugal to ensure compliance with legal and contractual credit rules. Additionally, the Credit Ombudsman acts as an impartial and independent mediator and may issue recommendations to correct any procedures or actions and remedy irregular situations.