

ADR scheme	
EU/EEA member state	FRANCE
Name in original language	Médiateur de l'Association française des Sociétés Financières (ASF)
Name in English	Mediator of the French Association of Specialised Finance Companies
Contact details for consumers	
Address	24 avenue de la Grande Armée, FR-75854 Paris Cedex 17
Phone number	+33 1 538 151 51
Fax number	+33 1 538 151 50
E-mail address	mediateur@asf-france.com
Website address	www.asf-france.com
How the ADR scheme works	
Type of ADR scheme	<input type="checkbox"/> public <input type="checkbox"/> established by law <input checked="" type="checkbox"/> private <input checked="" type="checkbox"/> voluntary
Limits	
Are there prior formalities to be complied with?	<input type="checkbox"/> yes <input checked="" 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	
Average time for ADR scheme to resolve a complaint	2 months
Language(s) in which the ADR scheme operates	
Language(s) in which a complaint can be made	French, English
Language(s) in which any decision can be issued	French
Observations	
Any additional useful information not already covered by the other sections of this form	