

ADR scheme	
EU/EEA member state	<b>GERMANY</b>
Name in original language	Schlichtungsstelle bei der Deutschen Bundesbank
Name in English	Arbitration Board at the Deutsche Bundesbank
Contact details for consumers	
Address	Postfach 11 12 32, DE-60047 Frankfurt am Main
Phone number	+49 69 2388 1907
Fax number	+49 69 707090 9901
E-mail address	schlichtung@bundesbank.de
Website address	<a href="http://www.bundesbank.de/Navigation/DE/Service/Schlichtungsstelle/schlichtungsstelle.html">http://www.bundesbank.de/Navigation/DE/Service/Schlichtungsstelle/schlichtungsstelle.html</a>
How the ADR scheme works	
Type of ADR scheme	<input checked="" type="checkbox"/> public <input type="checkbox"/> private <input checked="" type="checkbox"/> established by law <input type="checkbox"/> voluntary
Limits	The Scheme only handles disputes in connection with payment services, payment accounts, consumer loans, E-money and disputes relating to distance contracts for financial services
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 type="checkbox"/> yes <input checked="" 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	3 months
Language(s) in which the ADR scheme operates	
Language(s) in which a complaint can be made	German,
Language(s) in which any decision can be issued	German
Observations	
Any additional useful information not already covered by the other sections of this form	