

ADR scheme	
EU/EEA member state	Germany
Name in original language	Ombudsmann Private Kranken- und Pflegeversicherung
Name in English	Ombudsman Private Health and Long-Term-Care-Insurance Contact details for consumers
Contact details for consumers	
Address	Postfach 060222, 10052 Berlin
Phone number	+49 1802 550 444
Fax number	+49 30 20 45 89 31
E-mail address	ombudsmann@pkv-ombudsmann.de
Website address	https://www.pkv-ombudsmann.de
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 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)?	EUR
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	The plaintiff can go to court irrespective of the ADR scheme's decision.
Average time for ADR scheme to resolve a complaint	11,5 weeks
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	