

ADR scheme	
EU/EEA member state or else	<b>MALTA</b>
Name in original language	Uffiċċju tal-Arbitru għas-Servizzi Finanzjarji
Name in English	Office of the Arbiter for Financial Services
Contact details for consumers	
Address	First Floor, St Calcedonius Square, Floriana FRN1530 MALTA
Phone number	+356 21249245 (Freephone for locals only: 80072366)
Fax number	//
E-mail address	<a href="mailto:complaint.info@financiarbiter.org.mt">complaint.info@financiarbiter.org.mt</a>
Website address	<a href="http://www.financiarbiter.org.mt/mt">www.financiarbiter.org.mt/mt</a> / <a href="http://www.financiarbiter.org.mt/">www.financiarbiter.org.mt/</a>
How the ADR scheme works	
Type of ADR scheme	<input type="checkbox"/> public <input checked="" type="checkbox"/> established by law <input type="checkbox"/> private <input type="checkbox"/> voluntary
Limits: - any limit on the amount of the complaint or award - any time limits in bringing the complaint to the scheme - any time limits in bringing the complaint to the court and whether the filing of the complaint to a body responsible for the out-of-court settlement of consumer disputes will stop the time running.	<p>- The Arbiter may not award monetary compensation in excess of €250,000, together with any additional sum for interest due and other costs, to each claimant for claims arising from the same conduct.</p> <p>- Eligible customers have until 18 April 2018 to submit their complaint for consideration by the Arbiter in respect of complaints relating to the conduct of a financial services provider which occurred between 1 May 2004 and 18 April 2016. For complaints relating to the conduct of a financial services provider which occurred on or after 18 April 2016, the Arbiter shall have the competence to hear such complaints if the complaint is registered not later than two years from the day on which the complainant first had knowledge of the matters complained of.</p> <p>- A party to a complaint has 20 calendar days from the date of the Arbiter's decision in which to appeal to the Court of Appeal (Inferior Jurisdiction) in Malta.</p> <p>- The filing of a complaint with the Office of the Arbiter for Financial Services interrupts prescription (i.e. time will stop running) as from the receipt of such a complaint.</p>
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 checked="" type="checkbox"/> yes <input type="checkbox"/> no
If the consumer has to pay a fee, how much is it (in euro)?	<b>25EUR (may be reimbursable)</b>
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 type="checkbox"/> recommendation, not binding on either party <input type="checkbox"/> binding on the financial institution but not the consumer <input checked="" type="checkbox"/> binding on both the financial institution and the consumer <input type="checkbox"/> other, please specify
Any necessary explanation about the decision	The Arbiter's decisions may be subject to appeal by either party to the complaint. A party has 20 calendar days from the date of the Arbiter's decision in which to appeal to the Court of Appeal (Inferior Jurisdiction). When no appeal is made by either party, the decision taken by the Arbiter becomes final and binding on all parties.
Whether the scheme has been listed in accordance with Art. 20(2) of the ADR Directive	Yes.

2013/11/EU.	
Average time for ADR scheme to resolve a complaint	90 days from the date when a complaint is submitted. However, this period may be extended to up to one year when cases are complex.
The location of the scheme's Annual Activity Report and in which languages it is available	<a href="http://www.financialarbiter.org.mt">www.financialarbiter.org.mt</a> (In English)
<b>Language(s) in which the ADR scheme operates</b>	
Language(s) in which enquiries can be made	Maltese and English
Language(s) in which a complaint can be made	Primarily in Maltese, but may also be accepted in English in certain situations
Language(s) in which any decision can be issued	In Maltese but also in English depending on the language of the complaint
<b>Observations</b>	
Any additional useful information for consumers not already covered by the other sections of this form.	In the event that a financial services provider becomes insolvent within the meaning attributed to that term by any laws or regulations providing for an investor compensation scheme, a depositor compensation scheme or a protection and compensation fund or any other compensation scheme or fund applicable in respect of the financial services sector to which that financial services provider in Malta belongs, and as a consequence of the said insolvency the financial services provider in Malta is not in a position to pay the compensation that has been awarded by or following a decision of the Arbiter, the complainant is notwithstanding any other law, to be paid up to €20,000 from the said fund or scheme applicable in the financial services provider sector to which the financial services provider belongs.