

ADR scheme	
EU/EEA member state	ROMANIA
Name in original language	Entitatea de Soluționare Alternativă a Litigiilor în domeniul financiar nonbancar (SAL-FIN)
Name in English	Alternative Dispute Resolution Entity in the Non-Banking Financial Field (SAL-FIN)
Contact details for consumers	
Address	Splaiul Independentei 15, 050092, District 5, Bucharest
Phone number	+40727871252 / +40737SALFIN
Fax number	
E-mail address	office@salfin.ro
Website address	www.salfin.ro
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	
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 type="checkbox"/> yes <input checked="" 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 checked="" type="checkbox"/> binding on both the financial institution and the consumer
Any necessary explanation about the decision	SAL-FIN perform two types of procedures, namely "proposing a solution" procedure - recommendation, not binding on either party and "imposing a solution" procedure - binding on both the financial institution and the consumer.
Average time for ADR scheme to resolve a complaint	24 days (proposing a solution) 42 days (imposing a solution)
Language(s) in which the ADR scheme operates	
Language(s) in which a complaint can be made	romanian
Language(s) in which any decision can be issued	romanian
Observations	
Any additional useful information not already covered by the other sections of this form	<p>SAL-Fin (the Romanian ADR structure for insurance, private pension and capital market sectors) is a structure created within the Financial Supervisory Authority in order to allow consumers to make free use of an alternative dispute resolution mechanism in the non-banking financial sector (the entity is operational starting with 19.07.2016).</p> <p>The Body of Conciliators is comprised of natural persons, registered in the Register of Conciliators, according to their remit, who shall meet the conditions laid down in SAL-Fin Regulation and shall act independently and impartially (19 conciliators at the end of 2022).</p> <p>Three different areas of competence: insurance-reinsurance, private pensions and capital market.</p>