

ADR scheme	
EU/EEA member state	Cyprus
Name in original language	Κυπριακό Κέντρο Εναλλακτικής Επίλυσης Διαφορών
Name in English	Cyprus Center for ADR
Contact details for consumers	
Address	Kyriakou Matsi 16, Eagle House 8th Floor, Nicosia
Phone number	+35722519741
Fax number	
E-mail address	secretariat@adr.com.cy
Website address	www.adr.com.cy
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 checked="" type="checkbox"/> yes <input type="checkbox"/> no
If the consumer has to pay a fee, how much is it (in euro)?	EUR 20
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 type="checkbox"/> yes <input checked="" 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 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	60 days
Language(s) in which the ADR scheme operates	
Language(s) in which a complaint can be made	Greek – English
Language(s) in which any decision can be issued	Greek - English
Observations	
Any additional useful information not already covered by the other sections of this form	