

ADR scheme	
EU/EEA member state	SWITZERLAND
Name in original language	Terraxis SA
Name in English	Terraxis SA
Contact details for consumers	
Address	Rue de la tour de l'Île, CH-1204 GENEVA
Phone number	+ 41 22 732 61 19
Fax number	+ 41 22 732 61 21
E-mail address	info@terraxis.ch
Website address	www.terraxis.ch
How the ADR scheme works	
Type of ADR scheme	<input type="checkbox"/> public <input checked="" 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 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)?	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	-
Average time for ADR scheme to resolve a complaint	1-6 months
Language(s) in which the ADR scheme operates	
Language(s) in which a complaint can be made	- German, French, Italian, English, Spanish - Any language provided that a recognised mediator practising in the requested language is available.
Language(s) in which any decision can be issued	-
Observations	
Any additional useful information not already covered by the other sections of this form	Swiss Financial Services Act (FinSA) * Art. 88 Exchange of information FINMA, the supervisory organisation, the registration body, the reviewing body, the ombudsman's office and the FDF may exchange information not in the public domain which they require to fulfil their tasks. ** Art. 76 Interdependence with conciliation proceedings and other proceedings 3. The ombudsman shall terminate proceedings once a conciliation authority, a court, a court of arbitration or an administrative authority begins dealing with the case.