

ADR scheme	
EU/EEA member state	CROATIA
Name in original language	Centar za medijaciju pri Hrvatskom uredu za osiguranje
Name in English	Mediation Centre at the Croatian Insurance Bureau
Contact details for consumers	
Address	Martićeva 71, 10000 Zagreb
Phone number	+385 1 46 96 600
Fax number	+385 1 46 96 660
E-mail address	medijacija@huo.hr
Website address	www.huo.hr
How the ADR scheme works	
Type of ADR scheme	<input type="checkbox"/> public <input type="checkbox"/> private <input checked="" type="checkbox"/> established by law <input 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 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	mediation procedures are usually completed in 1 -2 meetings
Language(s) in which the ADR scheme operates	
Language(s) in which a mediation can be made	Croatian, English
Language(s) in which any decision can be issued	
Observations	
Any additional useful information not already covered by the other sections of this form	