

ADR scheme	
EU/EEA member state	SLOVENIA
Name in original language	MEDIACIJSKI CENTER SLOVENSKEGA ZAVAROVALNEGA ZDRUŽENJA
Name in English	MEDIATION CENTRE OF SLOVENIAN INSURANCE ASSOCIATION
Contact details for consumers	
Address	ŽELEZNA CESTA 14, SI-1000 LJUBLJANA
Phone number	+386 1 3009381
Fax number	-
E-mail address	IRPS@ZAV-ZDRUZENJE.SI
Website address	http://www.zav-zdruzenje.si/alternative-consumer-dispute-resolution/
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: - any limit on the amount of the complaint or award - any time limits in bringing the complaint to the scheme	30,00 EUR (limit on the amount of the complaint) The final deadline to file a complaint is one year from the date of the final answer given by the provider in an internal complaints procedure.
Are there prior formalities to be complied with?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no A procedural precondition to commence mediation is that a complaint has been previously lodged with the provider within an internal complaints handling procedure.
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)?	20,00 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 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 <input checked="" type="checkbox"/> other, please specify: The MC Secretary rejects a request if: - the matter does not fall within the powers of the MC, - judicial or administrative proceedings or any other proceedings in front of another provider of out-of-court resolution of disputes are ongoing, or the case has already been adjudicated in other judicial or administrative proceedings or any other proceedings in front of another provider of out-of-court resolution of disputes, - the consumer did not previously file a claim with the provider within an internal claims handling procedure, - the request was not filed at the latest within one year of the date of the final answer given by the provider in an internal claims handling procedure - it is evident that the consumer does not succeed with the request, - the request is frivolous or means a clearly misuse of the procedure, - the dispute falls below 30,00 EUR (thirty euros), - the request is particularly complex and challenging and would seriously impair the effective operation of the ADR entity.
Any necessary explanation about the decision	/

Average time for ADR scheme to resolve a complaint	2 months
Language(s) in which the ADR scheme operates	
Language(s) in which enquiries can be made	SLOVENIAN, ENGLISH
Language(s) in which a complaint can be made	SLOVENIAN, ENGLISH
Language(s) in which any decision can be issued	SLOVENIAN, ENGLISH
Observations	
Any additional useful information for consumers not already covered by the other sections of this form.	-