

<b>ADR scheme</b>	
EU/EEA member state	<b>PORTUGAL</b>
Name in original language	Centro de Arbitragem de Conflitos de Consumo de Lisboa
Name in English	Lisbon Arbitration Centre for Consumer Conflicts
<b>Contact details for consumers</b>	
Address	Rua dos Douradores, 106, 2º e 3º, PT-1100-207 Lisboa
Phone number	+351 2 188 070 36
Fax number	+351 2 188 070 38
E-mail address	director@centroarbitragemlisboa.pt
Website address	<a href="http://www.centroarbitragemlisboa.pt">www.centroarbitragemlisboa.pt</a>
<b>How the ADR scheme works</b>	
Type of ADR scheme	<input type="checkbox"/> public <span style="float: right;"><input type="checkbox"/> established by law</span> <input checked="" type="checkbox"/> private <span style="float: right;"><input checked="" type="checkbox"/> voluntary</span>
Limits	The legal limit established by consumer defence law (60 days). Limit of value of claims is EUR 5 000.
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)?	
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 checked="" 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	30–40 days
<b>Language(s) in which the ADR scheme operates</b>	
Language(s) in which a complaint can be made	Portuguese, English, Spanish, French
Language(s) in which any decision can be issued	Portuguese, English
<b>Observations</b>	
Any additional useful information not already covered by the other sections of this form	