

ADR scheme	
EU/EEA member state	PORTUGAL
Name in original language	Centro de Arbitragem de Conflitos de Consumo de Lisboa
Name in English	Lisbon Arbitration Centre for Consumer Conflicts
Contact details for consumers	
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	www.centroarbitragemlisboa.pt
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	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
Language(s) in which the ADR scheme operates	
Language(s) in which a complaint can be made	Portuguese, English, Spanish, French
Language(s) in which any decision can be issued	Portuguese, English
Observations	
Any additional useful information not already covered by the other sections of this form	