# ADR scheme

**EU/EEA member state** | Liechtenstein  
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**Name in original language** | Schlichtungsstelle im Finanzdienstleistungsbereich  
**Name in English** | Financial Services Conciliation Board  

## Contact details for consumers

| **Address** | Schlichtungsstelle, Landstrasse 60, FL-9490 Vaduz  
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**Phone number** | 0423 220 2000  
**Fax number** | 0423 220 2001  
**E-mail address** | info@schlichtungsstelle.li  
**Website address** | www.schlichtungsstelle.li  

## How the ADR scheme works

| **Type of ADR scheme** | ☑ public | ☐ established by law  
---|---|---  
**Limits** | ☐ private | ☐ voluntary  

| **Are there prior formalities to be complied with?** | ☐ yes | ☑ no  
**Does the consumer have to pay a fee?** | ☑ yes | ☐ no  
**If the consumer has to pay a fee, how much is it (in euro)?** | EUR 50,00  
**Does the ADR scheme answer enquiries about its work?** | ☑ yes | ☐ no  
**Does the ADR scheme try to help the parties reach a negotiated settlement?** | ☑ yes | ☐ no  
**Does the ADR scheme issue a decision upholding or rejecting the complaint?** | ☐ yes | ☑ no  

| **If the ADR scheme issues a decision, what is its effect?** | ☑ recommendation, not binding on either party  
---|---|---  
**Any necessary explanation about the decision** | ☑ binding on the financial institution but not the consumer  
**Language(s) in which the ADR scheme operates** | ☑ binding on both the financial institution and the consumer  
**Average time for ADR scheme to resolve a complaint** | 6 months  
**Language(s) in which a complaint can be made** | German/English  
**Language(s) in which any decision can be issued** | German  

## Observations

| **Any additional useful information not already covered by the other sections of this form** |  
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