

ADR scheme	
EU/EEA member state	Switzerland
Name in original language	Ombudsman der Privatversicherung und der Suva
Name in English	Ombusman of Private Insurance and of Suva
Contact details for consumers	
Address	In Gassen 14, Postfach, 8024 Zürich
Phone number	+41 (0)44 / 211'30'90
Fax number	-----
E-mail address	-----
Website address	www.versicherungsombudsman.ch
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	
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)?	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 checked="" 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	We only make an actual decision on the acceptance or non-acceptance of a complaint. If we uphold a complaint, we only make recommendations.
Average time for ADR scheme to resolve a complaint	
Language(s) in which the ADR scheme operates	
Language(s) in which a complaint can be made	German, French, Italian and English
Language(s) in which any decision can be issued	German, French, Italian and English
Observations	
Any additional useful information not already covered by the other sections of this form	Formalities to be followed include a written complaint setting out what the complainant disagrees with and the reasons why. Furthermore, obtaining the files required by the ombudsman office is part of the complaining party's duty to cooperate.