

ADR scheme	
EU/EEA member state	Bulgaria
Name in original language	Център за алтернативно решаване на спорове „Консенсус“
Name in English	Center for Alternative Dispute Resolution “Consensus”
Contact details for consumers	
Address	28 Saborni Blvd, Varna 9000, Bulgaria
Phone number	+359878318459
Fax number	
E-mail address	sdr.konsensus@gmail.com
Website address	www.mediationcenter.bg
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 type="checkbox"/> voluntary
Limits	EUR 12 500
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 checked="" type="checkbox"/> yes <input type="checkbox"/> no
If the consumer has to pay a fee, how much is it (in euro)?	EUR 8
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	The ADR scheme issues binding decisions regarding the eligibility and admissibility of the complaints. The final decisions, offering a conflict resolution proposal are recommendations, unless the parties don't initiate a judicial procedure, where the decisions might become binding, when approved by the court.
Average time for ADR scheme to resolve a complaint	30 to 60 days
Language(s) in which the ADR scheme operates	
Language(s) in which a complaint can be made	Bulgarian, English and Russian
Language(s) in which any decision can be issued	Bulgarian, English and Russian
Observations	
Any additional useful information not already covered by the other sections of this form	