

<b>ADR scheme</b>	
EU/EEA member state	<b>CZECH REPUBLIC</b>
Name in original language	Finanční arbitr České republiky
Name in English	Financial Arbiter of the Czech Republic
<b>Contact details for consumers</b>	
Address	Legerova 1581/69, CZ-110 00 Prague 1
Phone number	+420 257 042 094
Fax number	+420 257 042 089
E-mail address	arbitr@finarbitr.cz
Website address	<a href="http://www.financniarbitr.cz">www.financniarbitr.cz</a>
<b>How the ADR scheme works</b>	
Type of ADR scheme	<input type="checkbox"/> public <input checked="" type="checkbox"/> established by law <input type="checkbox"/> private <input type="checkbox"/> voluntary
Limits	
Are there prior formalities to be complied with?	<input type="checkbox"/> yes <input checked="" 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	63 days
<b>Language(s) in which the ADR scheme operates</b>	
Language(s) in which a complaint can be made	In the language in which the agreement with the institution is written.
Language(s) in which any decision can be issued	In the language in which the agreement with the institution is written.
<b>Observations</b>	
Any additional useful information not already covered by the other sections of this form	The Office of the Czech Financial Arbitrator has been established to provide services needed by the Arbitrator, such as legal analysis, administrative services, etc.