

<b>ADR scheme</b>	
EU/EEA member state	<b>Germany</b>
Name in original language	Ombudsstelle für Investmentfonds
Name in English	Ombudsman Scheme for Investment Funds
<b>Contact details for consumers</b>	
Address	Büro der Ombudsstelle des BVI Bundesverband Investment und Asset Management e.V. Unter den Linden 42 D-10117 Berlin
Phone number	+49 30 6 44 90 46 - 0
Fax number	+49 30 6 44 90 46 - 29
E-mail address	info@ombudsstelle-investmentfonds.de
Website address	www.ombudsstelle-investmentfonds.de
<b>How the ADR scheme works</b>	
Type of ADR scheme	<input type="checkbox"/> public <span style="float: right;"><input checked="" type="checkbox"/> established by law</span> <input checked="" type="checkbox"/> private <span style="float: right;"><input type="checkbox"/> voluntary</span>
Limits: - any limit on the amount of the complaint or award - any time limits in bringing the complaint to the scheme	
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)?	..... <b>EUR</b>
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"/> X recommendation, not binding on either party <input checked="" type="checkbox"/> X binding on the financial institution but not the consumer (depending on case and value of claim) <input type="checkbox"/> binding on both the financial institution and the consumer <input type="checkbox"/> other, please specify
Any necessary explanation about the decision	If no solution is reached, court proceedings can be instituted.
Average time for ADR scheme to resolve a complaint	2-4 months
<b>Language(s) in which the ADR scheme operates</b>	
Language(s) in which enquiries can be made	German / English
Language(s) in which a complaint can be made	German / English
Language(s) in which any decision can be issued	German
<b>Observations</b>	
Any additional useful information for consumers not already covered by the other sections of this form.	The Ombudsman proceedings and admission requirements are set out in the "Rules of Procedure of the Ombudsman Scheme for Investment Funds", a copy of which is available on request. The Rules of Procedure can also be downloaded from the Ombudsman Scheme's website <a href="http://www.ombudsstelle-investmentfonds.de">www.ombudsstelle-investmentfonds.de</a>