### ADR scheme

**EU/EEA member state**: Germany  
**Name in original language**: Ombudsstelle für Investmentfonds  
**Name in English**: Ombudsman Scheme for Investment Funds

### Contact details for consumers

**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

### How the ADR scheme works

**Type of ADR scheme**:  
- public  
- private  
- established by law  
- voluntary

**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?**:  
- 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

**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  
- recommendation, not binding on either party  
- binding on the financial institution but not the consumer (depending on case and value of claim)  
- binding on both the financial institution and the consumer  
- 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

### Language(s) in which the ADR scheme operates

**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

### Observations

**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 www.ombudsstelle-investmentfonds.de