

ADR scheme	
EU/EEA member state	<b>Liechtenstein</b>
Name in original language	<b>Schlichtungsstelle im Finanzdienstleistungsbereich</b>
Name in English	<b>Financial Services Conciliation Board</b>
Contact details for consumers	
Address	Schlichtungsstelle, Landstrasse 60, FL-9490 Vaduz
Phone number	0423 220 2000
Fax number	0423 220 2001
E-mail address	info@schlichtungsstelle.li
Website address	www.schlichtungsstelle.li
How the ADR scheme works	
Type of ADR scheme	<input checked="" type="checkbox"/> public <span style="margin-left: 200px;"><input type="checkbox"/> established by law</span> <input type="checkbox"/> private <span style="margin-left: 180px;"><input type="checkbox"/> voluntary</span>
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 checked="" type="checkbox"/> yes <input type="checkbox"/> no
If the consumer has to pay a fee, how much is it (in euro)?	<b>EUR 50,00</b>
Does the ADR scheme answer enquiries about its work?	<input type="checkbox"/> yes <input checked="" 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 type="checkbox"/> yes <input checked="" 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 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	6 months
Language(s) in which the ADR scheme operates	
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 not already covered by the other sections of this form	