

ADR scheme	
EU/EEA member state	DENMARK
Name in original language	Pengeinstitutankenævnet
Name in English	Danish Complaint Board of Banking Services
Contact details for consumers	
Address	Østerbrogade 62, DK-2100 Copenhagen Ø
Phone number	+45 354 363 33
Fax number	+45 354 371 04
E-mail address	sek@fanke.dk
Website address	www.fanke.dk
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	
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)?	EUR 20
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 type="checkbox"/> yes <input checked="" 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 checked="" type="checkbox"/> binding on the financial institution but not the consumer (only for basic banking account) <input type="checkbox"/> binding on both the financial institution and the consumer
Any necessary explanation about the decision	The decision is binding on the financial institution unless the financial institution, within 30 days after the decision is known, informs the Board it will not comply with the decision.
Average time for ADR scheme to resolve a complaint	9–10 months
Language(s) in which the ADR scheme operates	
Language(s) in which a complaint can be made	Danish, English, German, Swedish, Norwegian
Language(s) in which any decision can be issued	Danish (translation to English is provided)
Observations	
Any additional useful information not already covered by the other sections of this form	