

| ADR scheme | |
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| EU/EEA member state | DENMARK |
| Name in original language | Ankenævnet for Fondsmæglerselskaber |
| Name in English | Complaint Board of Danish Securities and Brokering Companies |
| Contact details for consumers | |
| Address | Østerbrogade 62, DK-2100 Copenhagen Ø |
| Phone number | +45 354 325 06 |
| Fax number | +45 354 371 04 |
| E-mail address | sek@fanke.dk |
| Website address | www.fondsmæglerforeningen.dk/ankenævnet.asp |
| 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 66 |
| 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 <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 | |