

ADR scheme	
EU/EEA member state	DENMARK
Name in original language	Realkreditankenævnet
Name in English	Danish Mortgage Credit Complaint Board
Contact details for consumers	
Address	Krabbesholmvej 5, DK-2700 Brønshøj
Phone number	+45 331 282 00
Fax number	+45 331 236 01
E-mail address	info@ran.dk
Website address	<a href="http://www.ran.dk">www.ran.dk</a>
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 checked="" type="checkbox"/> yes <input type="checkbox"/> no The consumer has to have tried to settle the dispute with the mortgage bank and has to fill in a special complaint form.
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 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 checked="" 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	The decision is binding on the financial institution, unless the financial institution within 30 days (counted from the date of the decision) has informed the board, that the institution will not follow the decision. *) From 1.1.2010 the decisions will be enforceable on the financial institution unless the financial institution, within 30 days from the notification of the decision, has challenged the decision. If the decision will not be complied with, the consumer will receive practical and economic aid to a lawsuit.
Average time for ADR scheme to resolve a complaint	5 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 (with an English resume from the General Secretariat)
Observations	
Any additional useful information not already covered by the other sections of this form	