

ADR scheme	
EU/EEA member state	<b>GREECE</b>
Name in original language	Υπουργείο Ανάπτυξης – Διεύθυνση Ασφαλιστικών Επιχειρήσεων και Αναλογιστικής
Name in English	Directorate of Insurance Enterprises and Actuaries of the Ministry of Development
Contact details for consumers	
Address	Canning Square, EL-10181 Athens
Phone number	+30 210 384 0532 & 389 3124
Fax number	+30 210 384 2642
E-mail address	alexskit@gge.gr
Website address	<a href="http://www.gge.gr">www.gge.gr</a>
How the ADR scheme works	
Type of ADR scheme	<input checked="" type="checkbox"/> public <input type="checkbox"/> established by law <input type="checkbox"/> private <input type="checkbox"/> voluntary
Limits	Concerning material damages of the class of non-life insurance "motor vehicle liability" no more than EUR 150 000. Concerning bodily damages of the class of non-life insurance "motor vehicle liability" no more than EUR 500 000.
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 type="checkbox"/> yes <input checked="" type="checkbox"/> no
If the consumer has to pay a fee, how much is it (in euro)?	
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 checked="" type="checkbox"/> yes <input 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	
Average time for ADR scheme to resolve a complaint	3 months
Language(s) in which the ADR scheme operates	
Language(s) in which a complaint can be made	Greek, English
Language(s) in which any decision can be issued	Greek, English
Observations	
Any additional useful information not already covered by the other sections of this form	