

<b>ADR scheme</b>	
EU/EEA member state	<b>FRANCE</b>
Name in original language	Médiateur de l'Association française des Sociétés Financières (ASF)
Name in English	Mediator of the French Association of Specialised Finance Companies
<b>Contact details for consumers</b>	
Address	24 avenue de la Grande Armée, FR-75854 Paris Cedex 17
Phone number	+33 1 538 151 51
Fax number	+33 1 538 151 50
E-mail address	asf@asf-france.com
Website address	<a href="http://www.asf-france.com">www.asf-france.com</a>
<b>How the ADR scheme works</b>	
Type of ADR scheme	<input type="checkbox"/> public <span style="float: right;"><input type="checkbox"/> established by law</span> <input checked="" type="checkbox"/> private <span style="float: right;"><input checked="" 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 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	2 months
<b>Language(s) in which the ADR scheme operates</b>	
Language(s) in which a complaint can be made	French, English
Language(s) in which any decision can be issued	French
<b>Observations</b>	
Any additional useful information not already covered by the other sections of this form	