

ADR scheme	
EU/EEA member state	FRANCE
Name in original language	Médiateur de la Fédération Française des Sociétés d'Assurances
Name in English	Insurance Mediator
Contact details for consumers	
Address	26, boulevard Haussmann, FR-75009 Paris
Phone number	+33 1 452 340 71
Fax number	+33 1 452 327 15
E-mail address	le.mediateur@mediation-assurance.org
Website address	http://www.ffsa.fr
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 checked="" type="checkbox"/> voluntary
Limits	
Are there prior formalities to be complied with?	<input checked="" type="checkbox"/> yes <input 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	90 % of disputes are resolved during investigation of the matter. 98 % of the mediator advices are complied with.
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	any language
Language(s) in which any decision can be issued	French
Observations	
Any additional useful information not already covered by the other sections of this form	Issues an annual report in French and in English, available at www.ffsa.fr and www.inc60.fr .