

ADR scheme	
EU/EEA member state	HUNGARY
Name in original language	Budapesti Békéltető Testület
Name in English	Arbitration Board of Budapest
Contact details for consumers	
Address	HU-1253 Budapest, Pf.: 10.
Phone number	+36 1 4882131
Fax number	+36 1 4882186
E-mail address	bekelteto.testulet@bkik.hu
Website address	www.bekeltet.hu
How the ADR scheme works	
Type of ADR scheme	<input checked="" type="checkbox"/> public <input checked="" type="checkbox"/> established by law <input 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
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 checked="" type="checkbox"/> binding on both the financial institution and the consumer
Any necessary explanation about the decision	The ADR scheme issues a binding decision or a recommendation – depend on if the financial institution declares that will accept the decision of the arbitration board as obligatory upon commencement of the proceeding (submission) or not.
Average time for ADR scheme to resolve a complaint	90 days
Language(s) in which the ADR scheme operates	
Language(s) in which a complaint can be made	Hungarian
Language(s) in which any decision can be issued	Hungarian If the consumer asks, the language of the contracts of dispute or the language of the communication between the consumer and the service provider.
Observations	
Any additional useful information not already covered by the other sections of this form	Arbitration Board of Budapest has competence to handle some consumer disputes concerning financial services, for example the consumers' groups, which offer financial services.