

ADR scheme	
EU/EEA member state	IRELAND
Name in original language	Financial Services Ombudsman's Bureau / Biúró an Ombudsman um Sheirbhísí Airgeadais
Name in English	Financial Services Ombudsman's Bureau
Contact details for consumers	
Address	3 rd Floor Lincoln House, Lincoln Place, IE-Dublin 2
Phone number	+353 1 662 0899
Fax number	+353 1 662 0890
E-mail address	enquiries@financialombudsman.ie
Website address	www.financialombudsman.ie
How the ADR scheme works	
Type of ADR scheme	<input type="checkbox"/> public <input checked="" type="checkbox"/> established by law <input type="checkbox"/> private <input type="checkbox"/> voluntary
Limits	Limit of the value of claims EUR 250 000.
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 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 subject to appeal to the Irish High Court
Any necessary explanation about the decision	Decision can be appealed to the Irish High Court.
Average time for ADR scheme to resolve a complaint	not available
Language(s) in which the ADR scheme operates	
Language(s) in which a complaint can be made	English, Irish
Language(s) in which any decision can be issued	English, Irish
Observations	
Any additional useful information not already covered by the other sections of this form	<p>The Financial Services Ombudsman can help:</p> <ul style="list-style-type: none"> ▪ All personal customers of financial services. ▪ Limited Companies with turnovers of less than EUR 3 million. ▪ Charities, club trusts and partnerships.