

ADR scheme	
EU/EEA member state	<b>LIECHTENSTEIN</b>
Name in original language	Schlichtungsstelle zur Beilegung von Streitigkeiten bei der Ausführung von Überweisungen
Name in English	Arbitration Board for the Settlement of Disputes Concerning Cross-border Credit Transfers
Contact details for consumers	
Address	Office of Trade and Transport, Austrasse 15, LI-9490 Vaduz
Phone number	+423 236 6992
Fax number	+423 236 6907
E-mail address	sandra.nitz-roethlin@aht.llv.li
Website address	<a href="http://www.llv.li/amtstellen/llv-aht-konsumentenschutz/llv-aht-konsumentenschutz-produktsicherheit-2.htm">www.llv.li/amtstellen/llv-aht-konsumentenschutz/llv-aht-konsumentenschutz-produktsicherheit-2.htm</a>
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	<p>EUR 50 000 (scope of the Liechtenstein "Gesetz vom 16. Dezember 1999 über die Ausführung von Überweisungen" – Act of 16 December 1999 on credit transfers, Law Gazette 2000 No 51).</p> <p>The arbitration board may become involved for the dispute settlement within the scope of the Liechtenstein "Gesetz vom 16. Dezember 1999 über die Ausführung von Überweisungen" – Act of 16 December 1999 on credit transfers, Law Gazette 2000 No 51, either between the initiator and the involved credit institution or between the beneficiary and the involved credit institution or in case of other disputes within the scope of the named Act.</p> <p>The arbitration board may not become involved:</p> <ul style="list-style-type: none"> <li>▪ to clarify questions relating to the general business and tariff policy of the bank;</li> <li>▪ to clarify abstract legal and business questions;</li> <li>▪ if another authority is already active in this matter, or if a ruling has already been made;</li> <li>▪ if a question is mainly within the competence of a foreign authority.</li> </ul> <p>It may also be the case that the high complexity of a specific case renders it unsuitable for the attention of the arbitration board and the parties are referred to take legal action.</p>
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 checked="" type="checkbox"/> yes <input type="checkbox"/> no
If the consumer has to pay a fee, how much is it (in euro)?	CHF 200–1 500 (appr. EUR 120–900)
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	The parties are not bound by the decision. They are entitled to take further legal steps. However, the parties may agree to bind themselves by a contract to the outcome of the dispute settlement.
Average time for ADR scheme to resolve a complaint	No data available.
<b>Language(s) in which the ADR scheme operates</b>	
Language(s) in which a complaint can be made	German
Language(s) in which any decision can be issued	German
<b>Observations</b>	
Any additional useful information not already covered by the other sections of this form	<p>Legal basis (Act on Credit Transfers, Ordinance on the Arbitration Board):  <a href="http://www.gesetze.li/DisplayLGBL.jsp?Jahr=2000&amp;Nr=51">http://www.gesetze.li/DisplayLGBL.jsp?Jahr=2000&amp;Nr=51</a>  <a href="http://www.gesetze.li/DisplayLGBL.jsp?Jahr=2002&amp;Nr=153">http://www.gesetze.li/DisplayLGBL.jsp?Jahr=2002&amp;Nr=153</a></p> <p><u>Costs:</u>  No costs are being charged for answering written or oral questions. For the dispute settlement a fee may be charged (CHF 200–1 500). Following prior notification the arbitration board is entitled to charge additional costs to the parties.</p>