

ADR scheme	
EU/EEA member state	LIECHTENSTEIN
Name in original language	Liechtensteinischer Bankenombudsmann
Name in English	Bank Ombudsman of Liechtenstein
Contact details for consumers	
Address	Dr. Peter Wolff, Mitteldorf 1, PO Box 343, LI-9490 Vaduz
Phone number	+423 238 1030
Fax number	+423 238 1031
E-mail address	info@bankenombudsmann.li
Website address	www.bankenombudsmann.li
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	Any complaints against a bank domiciled in Liechtenstein.
Are there prior formalities to be complied with?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no Preconditions to be fulfilled before the Ombudsman can become involved: <ul style="list-style-type: none"> ▪ the complaint is directed against a bank in Liechtenstein; ▪ the customer should first submit his complaint to the bank and demand a written reply.
Does the consumer have to pay a fee?	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no As a rule, proceedings conducted before the Bank Ombudsman are free of charge for the customer. It is only in highly complex, exceptional cases that the Ombudsman is entitled to pass a portion of the costs on to the customer, following a prior notification.
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	The Bank Ombudsman is neither a court of law, nor does he have the authority to make judicial rulings. Instead, he promotes discussions between the involved parties, and submits a negotiated solution to these. As the parties are not bound by the solution proposed by the Bank Ombudsman, they are free either to accept this, or alternatively to take other steps, for example, legal measures.
Average time for ADR scheme to resolve a complaint	No data available.

Language(s) in which the ADR scheme operates	
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Language(s) in which a complaint can be made	German
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Language(s) in which any decision can be issued	German
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Observations	
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Any additional useful information not already covered by the other sections of this form	The customer's recourse to the Bank Ombudsman does not suspend the term of the normal legal deadlines. The Bank Ombudsman is subject to the duty of professional confidentiality. The Ombudsman will contact the Bank only if the customer has indicated his consent.
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