

ADR scheme	
EU/EEA member state	NETHERLANDS
Name in original language	Klachteninstituut Financiële Dienstverlening (Kifid)
Name in English	Financial Services Complaints Institute
Contact details for consumers	
Address	Bordewijklaan 38, Postbus 93257, NL-2509 AG Den Haag
Phone number	+31 70 333 8999
Fax number	+31 70 333 8000
E-mail address	consument@kifid.nl
Website address	www.kifid.nl
How the ADR scheme works	
Type of ADR scheme	<input type="checkbox"/> public <input checked="" type="checkbox"/> established by law <input checked="" type="checkbox"/> private <input type="checkbox"/> voluntary Kifid is established by all market parties by self-regulation, within the framework of legal requirements in the Financial Services Act. Kifid is mandatory for all license holding financial institutes.
Limits	Minimum value of dispute is EUR 100. Maximum value of dispute for banks and insurance companies is EUR 250 000, for intermediaries EUR 100 000. The complaint should first be handled by the institute. In case of a lasting dispute the complaint should be received within 3 months after the final decision of the affiliated institute.
Are there prior formalities to be complied with?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no See 'Limits'.
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)?	Ombudsman procedure: no. Tribunal: yes, EUR 50.
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 By means of mediation by the Ombudsman.
Does the ADR scheme issue a decision upholding or rejecting the complaint?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no By the tribunal.
If the ADR scheme issues a decision, what is its effect?	<input checked="" type="checkbox"/> Ombudsman: recommendation, not binding on either party <input type="checkbox"/> binding on the financial institution but not the consumer <input checked="" type="checkbox"/> Tribunal: binding on both the financial institution and the consumer, regarding those affiliated institutes that opted for binding decisions
Any necessary explanation about the decision	
Average time for ADR scheme to resolve a complaint	Ombudsman: 3 months Tribunal: 6 months
Language(s) in which the ADR scheme operates	
Language(s) in which a complaint can be made	Dutch, English
Language(s) in which any decision can be issued	Dutch
Observations	
Any additional useful information not already covered by the other sections of this form	Each complaint is first handled by the Ombudsman. If mediation result is accepted by parties, the case will be closed. If not, a mostly binding decision can be asked from the tribunal. The Kifid website provides information regarding the affiliated institutes.