



David Thomas

david_thomas@hotmail.co.uk

ADR in financial services

- **WHAT** ADR bodies do
- **WHY** ADR is a good idea
- **HOW** ADR bodies are structured



David Thomas
david_thomas@hotmail.co.uk

Alternative Dispute Resolution

WHAT ADR bodies do





David Thomas

david_thomas@hotmail.co.uk

Alternative Dispute Resolution

- free to consumer
- informal
- enquiries
- mediation
- investigation and decision
- feedback
- cross-border networks
- all of these = financial ombudsman



David Thomas
david_thomas@hotmail.co.uk

Alternative Dispute Resolution

WHY
ADR is a good idea





David Thomas

david_thomas@hotmail.co.uk

Alternative Dispute Resolution

Retail financial services depend on consumer trust in financial products and providers





Consumer trust supported by

- financially sound providers
(regulation)
- good conduct by providers
(regulation/code)
- compensation if provider treats them badly
(ADR)
- compensation if provider becomes insolvent
(guarantee fund)
- consumer confidence
(financial education)



ADR benefits everyone

- **Consumers**
informal, impartial advice, redress
- **Providers**
specialist, consistent, vindicate
- **Regulators**
freed up, comparable data
- **State**
reputation, competitiveness



David Thomas
david_thomas@hotmail.co.uk

HOW ADR bodies are structured





- independence
to ensure impartiality
- set up by state/regulator/industry
initiative, confidence
- sectoral or combined
accessibility and efficiency
- funding
grant, levy, fees or levy + fees



David Thomas

david_thomas@hotmail.co.uk

ADR in financial services

- **WHAT** ADR bodies do
- **WHY** ADR is a good idea
- **HOW** ADR bodies are structured