**![A drawing of a cartoon character

Description automatically generated]()**

*A fair, independent, impartial, transparent, specialised and confidential alternative for quality, conflict and dispute management in the Swiss financial sector.*

### Complaint and dispute resolution

### Any dispute, controversy or claim arising out of or in relation to this contract, including the validity, invalidity, breach or termination thereof, shall be submitted by way of a written complaint to a management representative of [name of the financial provider] with a view to attempting to reach an amicable settlement within thirty (30) calendar days after submission.

### If an amicable solution cannot be reached within thirty (30) calendar days after submission of the client’s complaint, the client must initiate mediation proceedings in accordance with art. 74 of the Financial Services Act (FinSA) before FINSOM to which [name of the financial provider] is affiliated. The mediation procedure shall be governed by FINSOM’s rules in force at the time the request for mediation is submitted.

The mediation can be conducted in [language/s]**.**

### If the client and [name of the financial provider] accept the recommendations of FINSOM or otherwise reach agreement on the resolution of the dispute, such agreement will be recorded in writing. It will be binding on the parties once it is signed by their duly authorised representatives.

If the dispute has not been fully resolved by mediation within 90 days from the date the request for mediation was submitted in accordance with the FINSOM’s rules, the dispute shall be submitted to the exclusive jurisdiction of [add the same jurisdiction than that provided for in the clause relating to the place of jurisdiction].

**FINSOM**

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