



An independent, impartial, transparent, specialised and confidential alternative for conflict management and dispute resolution 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 [Function] 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 complaint, the client can initiate mediation proceedings before the Ombudsman Office to which [name of affiliated company] is affiliated. The mediation procedure shall be governed by the Ombudsman Office's rules in force at the time the request for mediation is submitted. The mediation can be conducted in [language/s].

The contact details of the Ombudsman Office are communicated [e.g. on the website of the affiliated company] or provided on request at any time by [name of affiliated company].

If the client and [name of affiliated company] accept the recommendations of the Ombudsman Office 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 Ombudsman Office'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].