



FINSOM Publishes 2023 Activity Report

Martigny, Switzerland – June 18, 2024 - [Financial Services Ombudsman \(FINSOM\)](#), dedicated to resolving conflicts and disputes through mediation in commercial and workplace relations within the Swiss financial sector, has released its [2023 Activity Report](#), providing a comprehensive overview of its initiatives throughout the year.

Amidst an increase of economic crime in Switzerland, including 29 314 fraud incidents registered in 2023¹, this report underscores the importance of efficient and effective prudential market supervision to safeguard both client trust and the integrity of legitimate businesses. It also introduces how mediation can play a role in this effort, in addition to alleviating the burden on an overloaded civil and criminal justice system.

In 2023, FINSOM handled 86 commercial mediation requests, marking a 20% increase from 2022. These requests pertained to relations between clients and professionals, including 70 complaints from dissatisfied clients and 16 information requests. Of the 70 complaints processed, the majority were rejected, consistent with previous years. Some were dismissed because clients had not tried to resolve issues with the companies concerned before contacting the ombudsman office or because they were obviously vexatious². Most rejections involved companies affiliated with another mediation body, fraud by fictitious companies and identity theft, or complaints concerning other economic sectors.

The report indicates another continued trend, with less than 15% of all processed requests involving FINSOM-affiliated companies, implying a high level of satisfaction among their clients.

Jennifer Lygren, Director and Ombudsman of FINSOM says, "Our mediation efforts aim to support both clients and professionals impartially". She adds, "In 2023, these endeavours prevented hasty legal actions or reports to supervisory authorities, while preserving business relationships whenever possible. We were also pleased to receive positive feedback from both clients and affiliated companies".

Among the complaints admitted by FINSOM, 33% turned out to be vexatious. Two complaints involved a financial service provider whose distributor in Switzerland was the only affiliate. The majority of cases were resolved swiftly, often without multiple sessions and sometimes without company participation.

Furthermore, FINSOM developed an online training on "The FinSA Mediation Body and Risk Management" for professionals in the Swiss financial sector. This initiative aims to enhance understanding of Alternative Dispute Resolution (ADR) and support compliance with FinSA and risk management regulations.

¹ [Federal Statistical Office](#)

² According to art. 75 para 4 let. c FinSA

Need for Reflection at a Federal Level

FINSOM's report emphasises the need to improve the commercial mediation landscape in Switzerland. The multiplicity of mediation bodies in the Swiss financial sector dedicated to financial services argues in favour of reflection at a federal level to ensure efficiency, impartiality, and technical competence.

“This reflection should aim to address the imbalance of supply and demand in commercial mediation, avoid unjustified costs, and improve the coordination between specialised mediation schemes and judicial authorities,” says Lygren.

FINSOM continues to advocate for favourable general conditions for the private sector of the financial industry that foster trusting commercial relationships and contribute to the success of Switzerland's free economy.

For the full 2023 report, please visit [FINSOM's website](#).

For more information, please contact:

Financial Services Ombudsman (FINSOM)

Email: communications@finsom.ch