



Fees

Annual Base Tax

Each affiliated company pays a contribution of CHF 250 per civil year for **Commercial Mediation/FinSA**.

For an additional fee of CHF 50 per civil year, **Workplace Mediation/EmpA** can be added.

A 10% discount is granted to a group if the group organises the collection of the annual base tax and transfers it to FINSOM in accordance with Art. 99 FinSO.

The annual fee **includes**:

- The hotline and preliminary review of requests for mediation.
- Mediation available in up to 4 languages (EN, FR, DE, IT).
- Access to the E-learning "The FinSA Ombudsman Office and Risk Management".
- Annual reminder of the resignation deadline.

In the event of refusal of FINMA authorisation or registration in a FinSA Register, FINSOM will refund the annual base tax on request.

Procedural fees

According to FINSOM's statistics, the **majority of complaints** are resolved during the preliminary review, which is included in the above annual base tax.

From time to time, procedural fees may apply:

- If a request for mediation is admitted following the preliminary review and FINSOM contacts the affiliated company, the *case fee* is CHF 550.
- If mediation continues after an initial exchange with each party, the *hourly rate* is CHF 200.

The procedural costs are borne by the affiliated company, provided that no conciliation authority, court, court of arbitration or administrative authority is or has been seized of the case, and that mediation hasn't already been attempted in the case. Otherwise, the costs are shared between the parties.

In force since 1st January 2025

Approved by the Federal Department of Finance (FDF)