

Factsheet

The non-profit association "Finanzombudsstelle Schweiz (FINOS)" is a legally recognized ombudsman's office pursuant to Art. 84 para. 1 FIDLEG. All financial service providers that fall within the scope of FIDLEG fulfil their legal obligation to be affiliated with an ombudsman office in accordance with Art. 77 FIDLEG by joining FINOS.

Digital Joining Process

The joining process is 100% digital. By filling out the [form on the website](#) (takes about 1 minute) the joining process is initiated. If the application has been checked successfully, the applicant will receive a digital invoice. As soon as the invoice has been paid, the affiliation to the ombudsman's office is completed, which is confirmed separately.

Fees

All services are free of charge for clients of the affiliated financial service providers. Annual and procedural fees are charged to the affiliated financial service providers. The most important fees are:

Base fee (per year)	CHF 500
Procedural fees (per hour)	CHF 250

Since the ombudsman's office is organized as a non-profit association, the basic fee is based on the expenses for the basic infrastructure. In the ["Fee and Cost Regulation"](#) you will find further information on the conditions.

Team

Miran Sari: Board, supervisory expert at the Bernische BVG- und Stiftungsaufsicht BBSA

Peter Kaderli: Board, audit expert in the Swiss Federal Audit Office

Beyzade Han: Ombudsman and CEO

Selime Berk: Mediator

James Peter: Mediator

Yvonne Amstutz: Mediator

Renato Galasso: Mediator

Contact

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