

Fee and Cost Regulation

Fees for customers of affiliated financial service providers

All FINOS services are free of charge for clients of affiliated financial service providers. In special, well-founded cases, the ombudsman is permitted to refuse service.

Fees for affiliated financial service providers

The affiliated financial service providers are charged annual and procedural fees. While the annual base fee finances the base costs of the ombudsman service, the procedural fees are intended to cover the costs in connection with a conciliation procedure. Any external costs will be passed on.

Admission fee	CHF 0
Base fee (per year)	CHF 500
Data mutations	CHF 0
Reminders	CHF 10
Starting fee mediation (company)	CHF 0
Starting fee mediation (client)	CHF 0
Procedural fees (per hour)	CHF 250
Deregistration fee	CHF 0

The base fee is charged for the period from the month of affiliation to the end of a year (pro rata temporis). The annual base fee includes two mediation hours per year, which are not charged to the financial service provider.

In the event of an conciliation procedure, the ombudsman will endeavour to keep the procedural fees as low as possible, also taking into account the amount in dispute. In a normal conciliation procedure, the ombudsman expects fees of between CHF 500 and CHF 3500, depending on the complexity of the case.

Affiliation to the ombudsman office can be terminated at any time after settlement of any outstanding accounts. In the event of termination, any partial repayment of the base fee is excluded. A deregistration fee is not charged.

Validity

The German version of this fee and cost regulation was approved by the FINOS board on 31.10.2023 and comes into force as of 01.01.2024. In case of ambiguity, the German version of this document is valid.