

# Guidelines for Mediation

## General

The Finanzombudsstelle Schweiz (FINOS) defines mediation as an out-of-court dispute resolution procedure in which mediators support the parties involved in a conflict in resolving their conflict by mutual agreement.

## Neutral attitude

The mediators have no decision-making authority. The parties themselves decide on the possibilities and results. The mediators, as a neutral authority, promote the development of solutions, are equally committed to all parties, independent of interests and ensure a fair, transparent and efficient mediation process. They support the parties involved in achieving a solution that is satisfactory for both sides and in line with their interests.

## Privacy

The mediation process is based on the confidentiality of the information and findings received. All important and useful information should be disclosed by both parties. The parties have no right to inspect the correspondence between the ombudsman and the other party. Statements made by the parties within the framework of the mediation procedure and correspondence between one party and the ombudsman may not be used in any other procedure.

## Successful mediation process

1. At the beginning of the mediation, the mediators will explain the procedure and their own role during the mediation in more detail.
2. Afterwards the clarification of the assignment and the collection of information and topics from both parties will take place. The needs, interests and desired results of the conciliation procedure of all parties involved are ascertained.
3. An open and creative search for solutions and their evaluation as well as selection and further negotiations follows.
4. The mediators reach a viable agreement for both parties and conclude the mediation.

## Costs of mediation

Mediation is generally free of charge for customers of financial service providers. For financial service providers, the costs of mediation are regulated by our fee and cost regulations.