

Early Resolution of Financial Services Disputes



FINANCIAL SERVICES DISPUTES

Your cost-effective and efficient mediation service for resolving financial services disputes

Why Mediate?

By choosing to mediate, Financial Services companies and their clients are able to discuss and resolve their disputes quickly, inexpensively and confidentially.

A mediator is a neutral, third party who does not make a decision for the parties, but instead helps them to explore alternatives so they can reach a mutually acceptable agreement.

Mediation is a flexible and effective process to use at any stage of a dispute, including during the Financial Services company's Internal Dispute Resolution process.

A Streamlined Process

Once parties decide to mediate, ADC will appoint an accredited mediator with knowledge and experience relevant to the dispute. All mediators are independent and impartial.

To ensure efficiency and cost effectiveness, the mediation is scheduled as soon as practicable. ADC helps the parties and mediator arrange the date, time and venue for the mediation, including ADC's Online Dispute Resolution Platform, ADC Virtual.

To encourage open discussion, mediation is a confidential process, and confidentiality agreements are signed by both parties.

Complainants and Financial Services Companies attending the mediation must have authority to settle the dispute. Parties do not need to have a legal adviser with them for the mediation. However, they can choose to be represented.

Mediation is a voluntary process and may be terminated by either party at any time.

Fees

One economical, flat fee covers ADC's appointment of an experienced mediator, parties' preliminary meetings with the mediator and a half-day mediation session. The parties may agree to extend the mediation for a standard hourly fee.

More information

To request the appointment of a mediator, or simply to find out more about ADC's Financial Services mediation services, see www.disputescentre.com.au/FS or contact ADC by phone 61 2 9239 0700, or email, adr@disputescentre.com.au.





Leaders in ADR Learning & Professional Development

Over 34+ years experience in delivering online and in-person training programmes

- Dedicated to advancing ADR knowledge and skills at all levels
- Public and In-House courses, seminars and workshops
- National and international client base; including businesses, governments, not-for-profits and ADR professionals
- ADC's flagship mediation training and accreditation program meets the current Australian National Mediator Accreditation Standards (NMAS)

• Choose from a range of ADR practical skills-based programs covering:

- Mediation and Mediator Accreditation
- Negotiation
- Conflict Resolution
- Complaints Handling
- Bullying & Harassment Prevention
- Facilitating Difficult Discussions
- Arbitration
- Professional Development seminars and workshops for all levels of staff in your organisation

World Class Dispute Resolution Facilities

ADC offers exceptional dispute resolution facilities and services in a contemporary business centre environment in Sydney:

- 10 generously sized mediation, hearing and break-out rooms
- Seating capacities range from range from 2-20 under Covid-19 social distancing requirements.
- Excellent room flow and spacious central hub for shuttle negotiations
- Printing, whiteboards, video-conferencing and Wi-Fi

Reliable and easy to use, the features and benefits of ADC Virtual include:

- Video call, audio call and instant messaging
- Each party can create its own 'space' as a 'Team'
- Secure document sharing
- Event scheduling
- Creation and use of audio and video recordings
- Facilitation of the writing and signing of agreements
- Accessible via laptop, tablet and mobile devices

For more information please contact us:

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