

FIN SOM

A fair, independent, impartial, transparent, specialised and confidential alternative for the prevention and resolution of conflicts or disputes.

FinSA Mediation

Disputes regarding legal claims between the client and the financial service provider should be settled by an ombudsman in mediation proceedings if possible (74 FinSA).

Duties of providers

- ◇ Duty to affiliate (77 FinSA)
- ◇ Duty to participate (78 FinSA)
- ◇ Duty to provide information (8, 79 FinSA)
- ◇ Financial participation (75, 80 FinSA)

FINSOM

- ◇ FinSA ombudsman office recognised by the Federal Department of Finance (FDF) in 2020.
- ◇ First ombudsman office of the Swiss financial sector to act in the public interest.
- ◇ Unique independence in the Swiss financial sector that guarantees impartiality.
- ◇ Specialised in mediation in the financial sector.
- ◇ A member of the International Network of Financial Services Ombudsman Schemes (INFO-Network).
- ◇ Mediation is possible with parties in Switzerland and abroad, in 4 languages, with mediators in Zurich, Geneva, Ticino and Valais.
- ◇ The procedure at FINSOM is free of charge for the client.
- ◇ Financial contributions adapted to the risk of causality.
- ◇ Optimised risk management - possible to satisfy two legal obligations: Commercial/FinSA Mediation and Workplace Mediation/LL.¹

Affiliation conditions

Swiss and foreign financial institutions, financial service providers and client advisors can affiliate to FINSOM.

Affiliated companies are required to comply with the FINSOM regulations.

Financial contributions

According to articles 75 al. 1 and 80 FinSA as well as the provisions on the protection of occupational health, affiliated companies finance the mediation body according to the principle of causality.

Annual tax

Each company affiliated to FINSOM pays an annual base tax between CHF 34 - CHF 2'400 according to the :

- ◇ Type of mediation
- ◇ Type of authorisation
- ◇ Size of the company

Discounts are already included in FINSOM's basic tax calculation method according to the risk profile of the affiliated company, in accordance with the principle of causality (Art. 80 FinSA).

Procedural fee

- ◇ CHF 500 per case or CHF 200 per hour
- ◇ CHF 50 admin per case

Reminder fee : CHF 50

Affiliation procedure

Companies can affiliate, or affiliate their client advisors, in a matter of minutes simply by filling out an online form.

 www.finsom.ch
Further information

¹ Workplace Mediation is relevant for affiliated companies subject to Swiss Labor Law (LL) and optional.