

Overview

Jointly organised with the Financial Dispute Resolution Centre (FDRC), this seminar focuses on establishing effective complaints handling and redress mechanisms to address customer complaints fairly, consistently, and promptly. In compliance with the licensing conditions of Authorized Institutions (AIs) and the Hong Kong Monetary Authority's Supervisory Manual IC-4 paragraph 1.1, AIs should actively consider subscribing to independent mediation and arbitration services. The seminar will outline AIs' responsibilities upon receiving mediation fee notifications, provide guidance on preparation, and clarify what to expect during mediation to ensure effective dispute resolution.

Agenda

- FDRC's mediation workflow
- Compliance requirements and consequences of breach
- Case management
- Preparation for mediation
- Role of mediators, parties and legal representatives
- Mediated settlement and right to arbitrate

Who Should Attend?

- Bank managers and executives in charge of legal and compliance, customer service, operations, risk management
- Senior management
- Graduate trainees and management trainees
- Student Members


Speaker



Anna K. C. KOO
Chief Executive Officer and Director,
FDRC

She is a c-suite executive, barrister, mediator and arbitrator, with extensive experience in professional practice, legal scholarship, lecturing, corporate training, and regulatory enforcement.

Event Details

Date	13 March 2025 (Thursday)
Time	4:00pm – 5:30pm
Format	Hybrid Format Physical: HKIB, 3/F, Guangdong Investment Tower, 148 Connaught Road Central# Virtual: Zoom
Fees	FREE for HKIB Members HKD200 for Non-Members* *Enjoy first registration fee waiver for joining HKIB Membership Click to enrol membership and enter "MEM020" in "Current Membership No."
Language	English
CPD hour	1 Hour HKIB CPD / SFC CPT / PWMA OPT
Enrolment	Click here or scan the QR code 
Enquiry	(852) 2153 7800 / meme@hkib.org

*Priority of physical enrolment will be given to Professional Members and on a 'first-come-first-served' basis.