

Notification Template

The information set out below will be displayed on the EU ADR/ODR Portal in relation to each notified ADR entity

Name of ADR body: Financial Services and Pensions Ombudsman

Section 2: Contact details:

- **Address:** Lincoln House, Lincoln Place, D02 VH29 Dublin 2, Ireland
- **Email address:** info@fspo.ie
- **Website:** <https://www.fspo.ie>
- **Phone:** +353 1 5677000

Section 1: Sectors and Types

A: ADR entity is competent to deal with disputes in the following Sector(s):

- Financial Services
 - Financial Services - Payment account and payment services
 - Financial Services - Credit (excluding mortgage/home loans)
 - Financial Services - Mortgages / Home loans
 - Financial Services - Savings
 - Financial Services - Other
 - Investments, pensions and securities
 - Non-life Insurance - Home and property
 - Non-life Insurance - Transport
 - Non-life Insurance - Travel
 - Non-life Insurance - Health, accident and other
 - Insurance - Life

B: ADR entity is competent for disputes against traders established in : Ireland

C: ADR entity is competent for disputes initiated by:

- Consumers against traders (C2B)

Section 3: Procedures

A: Fee details (if any) : None

B: Handle procedures in the following language(s) : English

Accept submissions in the following language(s) :

- Bulgaria
- Croatian
- Czech
- Danish
- Dutch
- English
- Estonian
- Finnish
- French
- German
- Greek
- Hungarian
- Icelandic
- Italian
- Latvian
- Lithuanian
- Maltese
- Norwegian
- Polish
- Portuguese
- Romanian
- Slovak
- Slovenian
- Spanish
- Swedish

C: Average length of the procedure (in Days or Months) : 90 Days

D: Conduct of the Procedure:

- The procedure is done in writing or orally.
- **Does the procedure require the physical presence of the parties and/or their representatives?** Yes, in some cases.

E: Outcome of the procedure:

- **Is the procedure binding?** The procedure is binding upon agreement by one or both parties.

F: Grounds for refusal by ADR body to deal with complaint:

- The consumer did not attempt to contact the trader first to try and resolve the matter bilaterally
- The dispute is frivolous or vexatious
- The complaint is being or has previously been considered by another dispute resolution or by the court
- The consumer has not submitted the complaint to the dispute resolution body within the required time limit