



Financial Services Interest Group (FSIG) Lunch Seminar

The Financial Dispute Resolution Scheme

Speaker	Ms. Sou Chiam LI.M. University of Cambridge CEO, Financial Dispute Resolution Centre Ltd, Hong Kong
Chairperson	Mr. Jeffrey Chan Member, FSIG Organising Committee
Date	15 May 2013, Wednesday, 1:00 p.m. – 2:00 p.m. (Light sandwich lunch starts at 12:40 p.m.)
Venue	HKICPA, 27th Floor, Wu Chung House, 213 Queen's Road East, Wan Chai.
Competency*	Industry knowledge
Rating*	Intermediate level – sound understanding of the knowledge area. The ability to apply knowledge and skills to a range of situations and able to deal with new situations.
Admission Fee	\$110 / HKICPA members \$160 / non-HKICPA members
Recommended CPD hour	1 hour (subject to actual attendance)
Language	English
Register by	6 May 2013

* Details of [Competency and Rating](#) information

ABOUT THE SEMINAR

The Financial Dispute Resolution Centre (FDRC) was set up in June 2012 as a non-profit organisation. It administers an independent and impartial Financial Dispute Resolution Scheme (FDRS) to resolve between individual customers and financial institutions by way of "Mediation First, Arbitration Next". All financial institutions authorised by the HKMA and/or licensed by the SFC are members of the FDRS.

The seminar is to provide you with a better understanding of FDRC and FDRS.

- FDRC Terms of Reference
 - The role of Financial Institutions
 - Fees
 - Eligible Claimants
 - Eligible & Ineligible Disputes
- Mediation & Arbitration



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ABOUT THE SPEAKER

Ms. Sou Chiam is a mediator and barrister-at-law with extensive legal, policy and management experience. She was Senior Legal Counsel and Head of the Human Rights Policy Unit in the New Zealand Human Rights Commission. She was part of senior management in the financial services industry. She was a law lecturer at the Chinese University of Hong Kong and taught Administrative Law and Mediation. She was formerly Senior Crown Counsel in the Commercial Crimes Unit at the Hong Kong Attorney General's Chambers and prosecuted corruption and commercial crime cases. She represented the Hong Kong government at the Privy Council. Most recently she was the Secretary to the Mediation Task Force chaired by the Secretary for Justice and worked on the enactment of the Mediation Ordinance for Hong Kong.

REGISTRATION

To register:

- Online registration (for HKICPA members only): [Click here](#) or visit www.hkicpa.org.hk
- By post or by fax: Complete the attached reply slip and return it to the Institute on or before **6 May 2013**, together with full payment. Cheque should be made payable to the "Hong Kong Institute of Certified Public Accountants" or "HKICPA".
- Fax registration will only be accepted if payment is made by any VISA / MasterCard or the BOC HKICPA UnionPay card. **Acceptance is on a first-come-first-served basis with priority given to HKICPA members.** Confirmation of registration will be sent by email. If you have not received confirmation by 7 May 2013, please contact May Hung at 2287 7009 / Canace Leung at 2287 7089 or email: may@hkicpa.org.hk



FSIG Lunch Seminar -

The Financial Dispute Resolution Scheme

Enrolment Form

Online enrolment (for HKICPA members only)

15 May 2013

*(Please reply on or before **6 May 2013**)*

**Finance & Operations Department,
 Hong Kong Institute of CPAs**
 37th Floor, Wu Chung House,
 213 Queen's Road East, Hong Kong.
Fax no: 2893 9853

FOR OFFICE USE

Seq. no.: -----
 Handled by: -----

Please allow 4 days to process your application. In order not to delay the process, please **DO NOT** make any enquiries on your enrolment status. You can check it at "My CPA" at <http://www.hkicpa.org.hk>. Unsuccessful enrolment will be notified before the commencement of the event with full refund.

Please use BLOCK letters :-

Name: (*Mr./Mrs./Ms.) _____ Institute Membership No.: _____

Company Name.: _____

Position held: _____ Email: _____

Telephone No.: _____ Fax No.: _____

Admission Fee:	<input type="checkbox"/> \$110 / HKICPA members	<input type="checkbox"/> \$160 / non-HKICPA members
Payment by:	<input type="checkbox"/> Cheque no.: _____ (Bank: _____)	
	<input type="checkbox"/> VISA / MasterCard	<input type="checkbox"/> BOC HKICPA UnionPay card

**Cheque should be made payable to "Hong Kong Institute of Certified Public Accountants" or "HKICPA".*

For payment by credit card, please fill in the following:	Card no.:																		
Cardholder's Name : (Please print)	Card Expiry Date (month/year) :	Cardholder's Signature :																	
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FOR OFFICE USE	Auth. code no.	Handled by					Date												

Please put a "✓" if you require a receipt and indicate your choice of delivery:
 by email by post **(to the address as shown below)**

Name:	Name:
Address:	Address:

- Notes:**
- Enrolments are accepted on a first-come-first-served basis with priority given to HKICPA members.
 - Full payment must be made before your application will be processed. No telephone reservation will be accepted.
 - The closing date for enrolment is **6 May 2013**. However, the Institute has the discretion to accept late applications as it sees fit.
 - Successful enrollees will receive confirmation on or before 7 May 2013 by email whereas unsuccessful applicants will receive full refund by mail.
 - Unless the event is cancelled due to unforeseen circumstances or bad weather, no refund for withdrawal will be given after the enrolment has been processed.
 - Bad weather arrangement: The event will be cancelled if typhoon signal no. 8 or above / black rainstorm warning is hoisted, as announced by the Hong Kong Observatory, at or after 6:30 a.m. on the date of event. In the event of bad weather, the admission fee will be refunded.
 - The Institute reserves the right to change the venue and date of the event due to unforeseen circumstances.

Personal Data: All information provided in this form will only be used by the Institute or its agent for the purposes of processing the registration and/or organising the event in which you have enrolled. Although you are not obliged to provide the data sought by this form, failing to do so may result in an inability to process your enrolment.
 Collected data will only be used for this specific event and promotion of any future similar events. By completing the form you agree that the staff of the Institute or its agent may use your personal data for the purposes specified above.
 The detailed privacy policy of the Institute is available at www.hkicpa.org.hk.

Payment & Enrolment Status Enquiry: 2287 7381
 e-mail: finance@hkicpa.org.hk

Event Information Enquiry: 2287 7009 (May Hung)
 e-mail: may@hkicpa.org.hk