



**HELLENIC
FINANCIAL
OMBUDSMAN**

Member of FIN-NET



**HELLENIC
FINANCIAL
ADR CENTER**

New Developments in Consumer ADR



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Hellenic Financial Ombudsman



“Και το μάλλον λόγω εθέλειν κρίνεσθαι ἢ ἔργω. Και το εις δίαιταν μάλλον ἢ εις δίκης βούλεσθαι ἰέναι ὁ γαρ διαιτητής το επιεικῆς ορά, ο δε δικαστής τον νόμον ὁ και τούτου ἔνεκα διαιτητής ευρέθη ὅπως το επιεικῆς ισχύει”

(Aristotle Epieikia (equity) Rhetoric1374b)

And it is better to resolve disputes in negotiation rather than by force; And to wish to go to the arbitrator and not to the court; because the arbitrator looks to equity and the judge to Law; for this reason the arbitrator was invented, in order to preserve equity.

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THE LEGAL FRAMEWORK ON MEDIATION

(Directive EU/2008/52,
Law 3898/2010 for the
timely transfer of
Directive EU/2008/52 into
the Greek legal order.,
Current: Law 4512/2018).



JUDICIAL MEDIATION

(Directive 2008/52 art 3
par. b.,
Law 4055/2012,
Art. 214b of the Code of
Civil Procedure)



THE HELLENIC CONSUMER OMBUDSMAN

(Law 3297/2004 amended
and supplemented by
Law 4342/2015,
Directive 2013/11 ,
Regulation 524/2013
Joint Ministerial Decision
70330/2015)



THE HELLENIC FINANCIAL OMBUDSMAN (HFO)

Directive 2013/11,
Regulation 524/2013, Joint
Ministerial Decision
70330/2015

HELLENIC FINANCIAL ADR CENTER

1. Expertise of Mediators
2. Best Practices for Financial Mediation



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Thank you