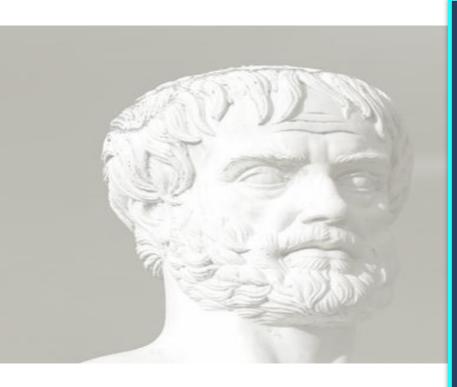




Dr. Theodore Koutsoumpas LL.B., LL.M., PhD Ombudsman

Hellenic Financial Ombudsman





"Και το μάλλον λόγω εθέλειν κρίνεσθαι ή έργω. Και το εις δίαιταν μάλλον ή εις δίκης βούλεσθαι ιέναι΄ ο γαρ διαιτητής το επιεικές ορά, ο δε δικαστής τον νόμον΄ και τούτου ένεκα διαιτητής ευρέθη' όπως το επιεικές ισχύει"

(Aristotle Epiekia (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.



New Developments in Consumer ADR



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

