

Country	Regulator Mediation Mechanism	Type of clients
Italy	http://www.camera-consob.it	Retail clients
Germany	http://www.bankenombudsmann.de	Retail clients
Spain	http://www.cnmv.es/PortalInversor/section.aspx?hid=154 (for claims relating to investment services) http://www.bde.es/bde/es/secciones/servicios/Particulares_y_e/Servicio_de_Recl/Las_consultas_ma/Como_y_donde_se_/Como_y_donde_s_c984fade9ed5921.html (for banking services)	All clients
UK	Financial ombudsman service https://www.financial-ombudsman.org.uk/	All clients
Switzerland	www.bankingombudsman.ch	All clients
Japan	http://www.zenginkyo.or.jp/adr/ (banking activities) http://www.j-fsa.or.jp/personal/contact/index.php (Money lending business) http://www.finmac.or.jp/ (Financial instruments business)	All clients
Hong Kong	http://www.fdrc.org.hk/en/index.html .	All clients
Korea	http://www.fcsc.kr http://drc.krx.co.kr (for trading related disputes)	All clients
China	None	N/A
USA	None	N/A
Canada	Financial Consumer Agency of Canada (http://www.fcac-acfc.gc.ca/eng/index-eng.asp) Ombudsman for Banking Services and Investments (http://www.obsi.ca/en/ehome)	Consumers – to make a complaint Consumers and small businesses – dispute resolution service
Brazil	Banco Central do Brasil (Central Bank of Brazil) : https://www3.bcb.gov.br/rdr/inicio.do?method=entrada&natureza=1&tipo=1&assunto=Atendimento%20-%20Reclamação	All clients