

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