

STATUTES FOR THE NORWEGIAN FINANCIAL SERVICES COMPLAINTS BOARD

Amended and adopted by the Parties to the Agreement with effect from 1 March 2024.

The Statutes were adopted in accordance with the provisions of the Act relating to Authorisation of Alternative Dispute Resolution Entities in Consumer Matters (the ADR Entities Act).

In these Statutes, all types of institutions against whom complaints are filed are referred to as institutions. Where natural, the type of institutions concerned is specified. The party who submits a complaint for consideration is referred to as the complainant, unless the matter is submitted by the institution.

Chapter 1. General provisions

1.1. Parties to the Agreement and purpose

The Norwegian Financial Services Complaints Board (FinKN), which comprises the complaints boards for accident and health insurance, general insurance, change of ownership insurance, banking, finance, securities funds and debt collection, has been established by agreement between the Norwegian Consumer Council, FoodDrinkNorway, Finance Norway, the Association of Norwegian Finance Houses (FINFO), the Norwegian Fund and Asset Management Association (VFF), and the Federation of Norwegian Enterprise (Virke).

FinKN is an industry-based extrajudicial dispute resolution body whose main purpose is to consider complaints against institutions in the following areas: insurance, banking, finance, securities funds and debt collection.

FinKN shall carry out its activities in accordance with the provisions of the ADR Entities Act, the Financial Undertakings Act Section 16-3, the Insurance Contracts Act Section 22-2, the Financial Contracts Act Section 3-54, the Debt Collection Act Section 22, other framework conditions set out in public law, and these Statutes.

1.2 Organisation of FinKN

FinKN shall organise and run the complaints boards that are part of the organisation at all times. FinKN currently comprises a secretariat and five complaints boards: FinKN Banking, FinKN Accident and Health Insurance, FinKN General Insurance, FinKN Change of Ownership Insurance, and FinKN Debt Collection. FinKN Banking, Finance And Securities Funds is referred to as FinKN Banking.

1.3 Scope

FinKN considers complaints relating to disputes with institutions about legal claims when the institution concerned is affiliated to the complaints scheme; see section 1.5. The right to complain applies to the institutions' general activities, including the rejection of customer and service relationships, and failure to cooperate on the transfer of customer and service relationships to another institution.

FinKN does not consider complaints that are subject to public control and complaints mechanisms.

FinKN does not consider complaints concerning an institution's service level.

FinKN considers complaints against institutions engaged in debt collection that are affiliated to the complaints scheme; see section 1.5. The right to complain applies to breaches of generally accepted debt collection practice, where the institution has breached the requirements for notification, payment deadlines, the size of the debt collection fee, debt collection methods and the collection of disputed claims. FinKN's remit is limited to reaching a decision on whether there is a basis for the debtor's obligation to compensate claims for extrajudicial charges.

The Financial Complaints Board also handles complaints imposed by law or regulation.

FinKN can decide questions concerning the coverage of expenses for legal assistance.

FinKN considers disputes regulated by Norwegian law, and Norwegian is its working language. If international obligations or agreements under the EEA Agreement require FinKN to express an opinion on or consider international matters, this is done to the extent that FinKN is obliged to do so.

1.4 Right to complain

FinKN considers complaints from consumers who have a genuine need for a decision on a disputed legal claim against an institution against which a complaint may be submitted to FinKN, cf. section 1.5. By consumer is meant a natural person who is not primarily acting as a part of a commercial enterprise. In insurance matters, businesses also have a right to complain. Financial institutions have a right to complain in cases concerning a dispute about unauthorised payment transactions. An injured third party has a right to complain provided that the party in question is in a position to file a claim for damages directly against a financial institution, and the complaint concerns the processing of this claim.

The Norwegian Motor Insurers' Bureau (TFF) sends complaints to FinKN about penalty charges imposed for failure to take out traffic insurance and non-payment of the traffic insurance fee that they do not set aside themselves, cf. Section 8 fourth paragraph of the Regulations concerning Penalty Charges for Uninsured Motor Vehicles.

1.5 Institutions affiliated to FinKN

Institutions that are members of parties to the agreement on the establishment of FinKN are automatically affiliated to FinKN. Automatic affiliation to FinKN only applies to institutions that are engaged in activities that can result in a complaint being taken under consideration by FinKN.

Institutions that are not members of a party to the agreement, but that offer services within FinKN's area of responsibility, can apply for direct affiliation to FinKN for the consideration of complaints against the institution. FinKN's Board stipulates the financial terms and other conditions for affiliation and termination of affiliation. The same applies if it is decided in laws or regulations that other institutions shall be affiliated to FinKN.

Institutions that are affiliated to FinKN pursuant to the first and second paragraphs have a right and obligation to allow FinKN to consider complaints received.

Affiliation to FinKN as mentioned in the second paragraph can be terminated by an institution by giving written notice. At least six months' notice must be given. The membership is terminated with effect from 31 December the same year.

If the institution has repeatedly been in breach of its obligations under the Statutes or rules of

procedure, the Board may, following a written warning, decide that the institution shall no longer be affiliated to FinKN. In the event of such termination of membership, FinKN shall be notified.

Chapter 2. Organisation of the complaints boards

2.1 The composition of the complaints boards

As a rule, each board shall have a chair and two members, one representing the business side and one representing the complainant. The chair or member of a complaints board may, in individual cases, require that the board shall have five members, with two representatives from each side. This is regulated in more detail in 'Rules of Procedure for the Norwegian Financial Services Complaints Board'.

The Parties to the Agreement appoint their members and deputy members to the relevant complaints boards. The Board appoints the chairs of the complaints boards. Each complaints board may have two chairs of equal standing who, in consultation with the secretariat, divide the board's meetings between them. In special cases, the Board may appoint two neutral members to each complaints board.

In cases concerning a dispute about whether an insurance company has reasonable grounds to refuse to enter into an insurance contract and the refusal is for medical reasons, FinKN Accident and Health Insurance may be expanded to include two medical expert members appointed by the insurance industry and the Norwegian Consumer Council, respectively.

When FinKN General Insurance considers cases where the complainant is a business, the Consumer Council's representatives are replaced by two representatives appointed by FoodDrinkNorway.

In cases where a complaint has been filed against a bank, a finance company, a credit company or an asset management company, FinKN Banking will be composed of the member appointed by the association of which the company complained against is a member, and, if relevant, one of the permanent members pursuant to the Rules of Procedure for the Norwegian Financial Services Complaints Board. If the institution is affiliated to FinKN without being a member of an industry association, the complaints board will include the member appointed by the association that organises such institutions.

2.2. Term of appointment

The chairs of the complaints boards are appointed for a term of two years and may be reappointed.

2.3 Competence requirements

The chair of a complaints board must be a highly qualified lawyer and must have particular insight into the complaints board's area of responsibility. All the members of the complaints boards must have the necessary knowledge and competence.

2.4 Impartiality requirement

All members must act impartially.

When they are appointed, all members must provide information about any relationships that may affect their impartiality. They must also provide information about any changes in this regard during their period in office. They shall not receive instructions from the parties or their

representatives, and the duration of the appointment shall be such that the impartiality requirement is fulfilled.

2.5 Remuneration

The chairs of the complaints boards are paid a remuneration by FinKN pursuant to rules adopted by FinKN's Board. Their remuneration shall be independent of the outcome of cases.

Chapter 3. The secretariat's duties etc.

3.1. Neutrality

The secretariat shall act in a neutral and independent manner during the whole complaint process.

3.2 Location

The secretariat has an office in Oslo that is not co-located with the Parties to the Agreement.

3.3. Impartiality requirement

When they are appointed and during their period of employment, all case officers in the secretariat must provide information about any circumstances that may affect their impartiality. They shall not receive instructions from the parties or their representatives, and the duration of their employment shall be such that the impartiality requirement is fulfilled. Their remuneration shall be independent of the outcome of cases.

3.4 The duties of the secretariat

The secretariat is responsible for the tasks that follow from section 10-12 of FinKN's Rules of Procedure.

The secretariat is responsible for FinKN's website and for spreading information about FinKN.

3.5 Collection of information

The secretariat may obtain information from institutions as mentioned in section 1.5 above, insofar as this is necessary for FinKN's activities.

The companies are obliged to submit all the case documents that are necessary for the consideration of a complaint.

3.6 Authority to reject cases

The secretariat or the chair of a complaints board may reject cases pursuant to section 4.1.

3.7 The secretariat's authority to decide on the merits of a case

The secretariat may decide a case on its merits where there is established practice or where a decision on principle has been made by the complaints board in corresponding cases.

3.8 The secretariat's authority to put forward mediation proposals

The secretariat may propose a solution that one or both parties must accept or reject.

Chapter 4. Rejection

4.1 Grounds for rejection

A case may be rejected if:

- a) the complainant has not attempted to resolve the matter directly with the other party,
- b) the complaint is frivolous or without foundation,
- c) the case is under consideration or has been considered by a registered ADR entity or a court of law, including a court of conciliation and the enforcement and execution authorities,
- d) it is not possible to consider the case without this severely impacting the efficiency of the complaints body.

A case against a debt collection agency may, in addition to the above-mentioned grounds for rejection, be rejected if the case is under consideration or has been considered by the enforcement and execution authorities.

4.2 Decision to reject a case

The secretariat or the chair of a complaints board may reject cases pursuant to 4.1.

The decision may be appealed to the complaints board. An appeal fee of NOK 200 is charged for such an appeal. The appeal must be sent and the fee paid within 21 days of the secretariat's decision being sent to the complainant. Failure to meet this deadline means that the right to demand consideration by a complaints board lapses.

4.3 Requirements for a rejection

A decision to reject a case must be reasoned and in writing.

The parties shall be informed of the decision within three weeks of the secretariat receiving the complaint, or of the secretariat receiving such documentation from the complainant as is necessary to decide the question of rejection.

If the complaint is rejected, the complainant shall, in addition to the decision, receive information about the right to appeal the decision to the complaints board. A deadline is set for appealing and paying the appeal fee; see section 4.2 second paragraph.

Chapter 5. The Board

5.1 Appointment and composition

The Board consists of nine members, with an equal number of personal deputies. Members and deputy members are appointed by the Parties to the Agreement as follows:

- Norwegian Consumer Council; two members and two personal deputies
- FoodDrinkNorway; one member and one personal deputy
- Finance Norway; three members and three personal deputies
- Association of Norwegian Finance Houses; one member and one personal deputy
- Norwegian Fund and Asset Management Association; one member and one personal deputy
- Federation of Norwegian Enterprise; one member and one personal deputy

Board members and deputies do not receive any remuneration from FinKN.

5.2 Board members' term of office

The Board elects its chair and deputy chair for one year at a time. No one may sit as chair or deputy chair for more than three years in a row. The term of office served in the one office does not count

when calculating the maximum term of office in the other office. The other board members and their deputies are appointed for a term of two years at a time and may be reappointed.

A board member or deputy member must leave the Board if they are no longer employed by, or has another relevant affiliation to, the Party to the Agreement that appointed them. When a member leaves during their term of office, the personal deputy joins the Board for the remainder of the term of office. If it is the chair or deputy chair who leaves the Board, the Board shall at the first opportunity elect a new chair and/or deputy chair from among the members of the Board.

5.3 The duties of the Board

The Board has overarching responsibility for FinKN's activities and shall ensure that the secretariat and the complaints boards are satisfactorily organised.

The Board shall ensure that FinKN's activities, accounts and asset management are subject to adequate control, and shall, insofar as necessary, adopt goals and plans for FinKN.

The Board shall supervise FinKN's day-to-day management and the activities of the secretariat. The Board may issue instructions for the management.

The Board adopts the necessary guidelines for the secretariat and serves as a link between the Parties to the Agreement and the secretariat.

The Board does not express opinions in connection with complaint cases.

The Board may discontinue existing complaints boards and establish new ones, when necessary.

5.4 Board meetings

The Board holds meetings when the chair finds it necessary or at least two board members so request. At least four board meetings shall be held each year. A meeting schedule is normally drawn up for the whole calendar year.

The chair of the board chairs the Board's meetings. If the chair is unable to attend, the meeting is chaired by the deputy chair.

Notice of a board meeting, including the agenda and the basis for decisions, shall be sent to board members and deputy members in good time before the board meeting. Matters that are not included on the agenda may also be discussed, but cannot result in a binding decision.

Minutes shall be taken of board meetings. The minutes shall be signed by the attending board members at the next board meeting. If a member of the Board disagrees with a board decision, the member may demand that their opinion be recorded in the minutes.

5.5 Decisions, voting rules

At least six board members must be present if the Board is to make a valid decision. Decisions are made by a majority of three-quarters of the board members present, with the exception of matters of a financial nature, which are decided by a simple majority of those present. In the event of parity of votes, the chair of the meeting has the casting vote. Decisions on the appointment of chairs of complaints boards and any independent members are made by unanimous decision of the board members present. The Board may decide a matter in writing when all the board members agree to this. A matter that has been decided in writing must be presented and entered in the minutes at the next board meeting.



Chapter 6. Financial aspects

6.1 Financing structure

FinKN is financed by contributions paid by the affiliated institutions; see section 1.5. FinKN's operating expenses shall be financed by the institutions based on an allocation between the different sectors and on the individual institutions' use of the resources of the secretariat and the complaints boards.

The size of the contributions is decided by the Board in connection with the annual budget process. The Board adopts more detailed rules for calculating and collecting the individual institutions' financial contributions to FinKN, including for institutions that fall under the complaints scheme pursuant to section 1.5. During a transitional period, the Board may adopt rules for the calculation and collection of contributions that deviate from the adopted financing model.

The Board adopts rules for an institution's coverage of the expenses incurred by FinKN after notice has been received that the institution will withdraw from the scheme and until the institution no longer has cases under consideration by a complaints board.

In special cases, the Board may collect necessary extra contributions to ensure the complaints board's continued operation and activities.

Costs incurred by FinKN in connection with mediation and the administration of arbitration shall be covered by the parties to the case.

6.2 Budget

The managing director presents a budget proposal for FinKN. In connection with the adoption of the budget, the Board also decides the framework for the institutions' contributions, the size of the contributions and their allocation between industries/complaints boards.

6.3 Accounts

FinKN's accounts are closed at the end of each calendar year and shall be audited by an external auditor. The accounts, together with a recommendation from the managing director and the auditor's report, are submitted to the Board for approval by no later than the end of March the following year.

6.4 Auditor

The Board selects a state-authorized public accountant to check the accounts and FinKN's asset management and financial transactions.

Chapter 7. Annual report

7.1 Requirements of the annual report

Each year, FinKN shall prepare an annual report containing information about:

- a) the number of complaints received and what they concerned,
- b) any systematic or material problems that occur often and lead to disputes between consumers and businesses. This information can be supplemented by recommendations about how such problems can be prevented or resolved in future,

- c) the number of rejected complaints, and how the rejected cases break down by the grounds for rejection,
- d) the percentage of complaint procedures that are proposed or ordered to be resolved in favour of consumers and businesses, respectively, and the percentage of complaint procedures that have ended in an amicable solution,
- e) the percentage of complaint procedures that were broken off, and the reasons for this, if such information is available,
- f) the average case processing time,
- g) the number of cases considered within the statutory deadline of 90 days, and the number of cases where the deadline for case processing was prolonged, cf. Section 16 of the ADR Entities Act,
- h) to what extent the outcomes of complaint procedures have been complied with, if such information is available,
- i) the complaints body's participation in networks of complaints bodies intended to make it easier to resolve cross-border disputes,
- j) any training and competence-raising measures the complaints body has carried out,
- k) an evaluation of the efficiency of the complaints body, and improvement proposals.

7.2 Submission of the annual report

FinKN shall submit an annual report by 1 March each year. The annual report is sent to the Ministry of Children and Families.

Chapter 8. Information on FinKN's website

8.1 Requirements relating to information on FinKN's website

FinKN's shall provide clear and easily understood information on its website and, on request, on a more permanent medium, about:

- a) contact information for the complaints body, including its postal address and email address,
- b) which physical persons are responsible for considering complaints (chairs and members of complaints boards, secretariat employees, mediators and others who consider complaints), and how and for how long they are appointed,
- c) the expertise, impartiality and independence of the persons responsible for considering complaints, and whether they are employees of or are solely paid a consideration by the business concerned,
- d) the complaints body's participation in networks of complaints bodies intended to make it easier to resolve cross-border disputes,
- e) which types of cases the complaints body is competent to consider, including the lower and/or upper amount limit that is a condition for a complaint being taken under consideration,



- f) the complaints body's rules of procedure and its right to reject a case,
- g) language requirements relating to complaints and which languages are used during the complaints procedure,
- h) which types of rules the complaints body may use in its consideration of complaints (e.g. statutory provisions, assessments of reasonableness and rules of conduct),
- i) any prior requirements that the parties must meet before a complaint can be considered, e.g. that they have attempted to resolve the dispute with the other party,
- j) whether the parties may withdraw from the consideration of a complaint,
- k) any costs the parties must cover, including the rules for the allocation of costs after the conclusion of a complaint procedure,
- l) the average complaint processing time,
- m) the legal implications of the outcome of a complaint procedure, including any sanctions in the event of failure to comply with a binding decision,
- n) the enforceability of decisions, if relevant,
- o) the complaints body's annual report,
- p) the complaints body's statutes,
- q) an overview of the complaints body's practice and important decisions,
- r) the EU Commission's list of ADR entities.

The list shall also be made available on a permanent medium on the complaints body's premises, if possible.

Chapter 9. Joint provisions

9.1 Impartiality and the duty of secrecy

The Public Administration Act's provisions on impartiality and the duty of secrecy apply to the chairs and members of the complaints boards, case officers in the secretariat and the auditor.

FinKN's employees and officers, including members of the complaints boards, have a duty of secrecy as regards information about personal and business matters that comes to their knowledge during the exercise of their duties and that, for privacy and competition reasons, it will be important to keep secret out of consideration for those the information concerns.

The duty of secrecy is not an obstacle to FinKN publishing general information about its activities, unless otherwise specified in agreements or consents.

9.2 Freedom of information

The complaints boards' decisions are public and are published, among other places, on FinKN's website. The consumer is de-identified upon publication. The finance company may be de-identified



if the complaints board finds this necessary in order to protect the consumer's identity.

9.3 *Lis pendens*

As long as a case is under consideration by a complaints board, a party may not bring the case before the ordinary courts, with the exception of enforcement under the Enforcement of Claims Act or provisional security under the Dispute Act. A case is deemed to be under consideration from the time when the complaints board received the complaint.

A case that has been considered by a complaints board can be brought before a district court without prior consideration by a court of conciliation.

9.4 Official approval

FinKN must at all times give the Ministry such information as it requests to be able to fulfil its responsibility as licensing authority. FinKN must inform the Ministry without undue delay about any changes in relation to what was stated in its application for authorisation.

Chapter 10. Entry into force, amendments etc.

10.1 Entry into force

These Statutes enter into force from such time as they are approved by the Ministry.

10.2 Amendment of the Statutes

Proposed amendments to the Statutes from the Board must be submitted to and approved by the Parties to the Agreement. A valid decision requires the support of all the Parties to the Agreement. If requirements set out in or pursuant to the law are changed, FinKN's Statutes shall be amended correspondingly.

10.3 Dissolution

A decision on the dissolution of FinKN requires the support of all the Parties to the Agreement.



1 March 2024

Norwegian Consumer Council



Inger Lise Blyverket

Finance Norway



Kari Olrud Moen

FoodDrinkNorway



Petter Haas Brubakk

Association of Norwegian Finance Houses



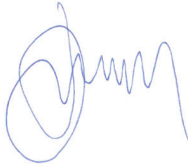
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Entry into force upon approval by the Ministry of Children and Families.

