



The Norwegian Financial Services Complaints Board
P.O. Box 53 Skøyen
NO-0212 OSLO

Your ref.

Our ref.

Date:

23/4171-

24 April 2024

Approval of new statutes for the Norwegian Financial Services Complaints Board

Reference is made to the submission of new statutes for the Norwegian Financial Services Complaints Board of 4 April 2024, requesting the approval of the Ministry of Children and Families.

The amendments to the statutes mean that the right to reject cases considered by the Execution and Enforcement Commissioner has been removed from the scope of the ADR Entities Act, in line with previous dialogue with the Ministry.

Amendments have also been made to the scope to allow consideration of cases that the Financial Services Complaints Board is otherwise required to consider by law or regulation. The amendments to the statutes also entail removal of the maximum term of office board chairs can serve.

The Ministry has no comments on the amendments to the statutes, and hereby approves the new statutes for the Financial Services Complaints Board.

Yours sincerely,

Aslaug Skrede Gauslaa (by authority)
Head of Department

Guro Nygaard Lysdahl
Senior Adviser

This document has been signed electronically and therefore does not carry hand-written signatures.