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2020

ANNUAL REPORT 年報



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金融糾紛調解中心

Financial Dispute Resolution Centre



In December 2008, the Hong Kong Monetary Authority (HKMA) and the Securities and Futures Commission (SFC) proposed to the Government of the Hong Kong Special Administrative Region (Government) to set up a dispute resolution mechanism for the financial industry in Hong Kong.

A public consultation on the proposal was launched by the Government in February 2010. The proposal received general support. The Financial Dispute Resolution Centre (FDRC) was set up on 18 November 2011 as a non-profit making company limited by guarantee with seed funding from the Government, the HKMA and the SFC and obtained charitable status for tax exemption purpose. The purpose of it is to assist financial institutions to resolve monetary disputes with their customers through a dispute resolution mechanism that is independent, impartial, accessible, efficient and transparent.

The FDRC commenced its operation on 19 June 2012. It independently and impartially administers the Financial Dispute Resolution Scheme (FDRS), which provides an effective and cost-efficient channel for financial institutions and their customers to resolve their monetary disputes by way of primarily "Mediation First, Arbitration Next". Together with other stakeholders, the FDRC is committed to providing an amicable market environment to reinforce Hong Kong's role as an international financial centre.

於2008年12月，香港金融管理局(金管局)和證券及期貨事務監察委員會(證監會)向香港特別行政區政府(政府)建議為香港金融業設立一個糾紛解決機制。

政府就此建議於2010年2月進行公眾諮詢並獲得普遍支持。金融糾紛調解中心(調解中心)於2011年11月18日由政府、金管局與證監會出資成立，是非牟利擔保有限公司，並獲認為慈善機構及豁免繳稅。調解中心透過其獨立、持平、便捷、有效及公開透明的解決金融爭議機制，協助金融機構及其客戶解決金錢爭議。

調解中心於2012年6月19日投入服務。它獨立持平地管理金融糾紛調解計劃(調解計劃)，主要以「先調解，後仲裁」方式，為金融機構及其客戶提供一個有效及收費相宜的渠道以解決他們之間的金錢爭議。調解中心與各持份者致力為香港締造一個融和的市場環境，以鞏固香港作為國際金融中心的地位。



使命 MISSION

To provide independent and impartial mediation and arbitration services, primarily through a “Mediation First, Arbitration Next” approach, to facilitate the resolution of monetary disputes between financial institutions and their customers in Hong Kong.

主要以「先調解，後仲裁」的方式，提供獨立及不偏不倚的調解及仲裁服務，協助香港的金融機構及其客戶解決他們之間的金錢爭議。

抱負 VISION

To be the leading provider of financial dispute resolution services for monetary disputes between financial institutions and their customers so that such disputes can be resolved by a constructive approach without further escalation, and to reinforce Hong Kong's role as an international financial centre by extending our service scope and engaging stakeholders of the financial industry.

致力成為香港提供解決金融業相關爭議服務的領導者，以具建設性的方法處理金融機構與其客戶之間的金錢爭議，避免爭議升溫，並透過擴大我們服務的範圍及聯繫金融業界的持份者，一起鞏固香港的國際金融中心地位。



原則

THE GUIDING PRINCIPLES

Independence

To provide and operate an independent dispute resolution scheme for financial institutions and their customers.

獨立

為金融機構及其客戶提供及管理獨立的爭議解決計劃。

Impartiality

To maintain and implement the dispute resolution processes which treat both the financial institutions and their customers in an impartial way.

持平

在維持及貫徹執行爭議解決的程序上，不偏不倚地對待金融機構及其客戶。

Accessibility

To set down dispute resolution processes which are simple, straightforward and easy to understand so that the services provided to our users are accessible and user-friendly.

便捷

制訂簡單直接、易於理解的爭議解決程序，為使用者提供便捷及易於掌握的服務。

Efficiency

To ensure that financial disputes are settled in a timely and efficient manner.

有效

確保金融爭議可盡快及有效地解決。

Transparency

To be as open and transparent as possible in dealing with financial disputes, whilst also acting in accordance with confidentiality and privacy obligations under the laws of Hong Kong.

透明

在處理金融爭議時，盡可能維持公開、透明及按照香港法律下有關保密及保障私隱的條例進行。



金融糾紛 ■ 調解計劃

Financial Dispute Resolution Scheme

The FDRC administers the FDRS in an independent and impartial manner. By way of primarily “Mediation First, Arbitration Next”, the FDRS provides a one-stop service to assist financial institutions and their customers to resolve monetary disputes.

All financial institutions authorised by the HKMA and/or licensed by the SFC, except those which provide credit rating services solely, are members of the FDRS. The operation of FDRS and the FDRS Guidelines on Intake Criteria of Cases (Intake Criteria) are governed by the Terms of Reference (ToR). In accordance with the Consultation Conclusions on “Proposals to Enhance the Financial Dispute Resolution Scheme” (Consultation Conclusions), the implementation of the enhanced ToR was effective in phases from 1 January 2018 onwards. Those in relation to small enterprises took effect from 1 July 2018.

調解中心獨立持平地管理一套調解計劃。調解計劃主要以「先調解，後仲裁」方式，提供一站式服務，協助解決金融機構與其客戶之間的金錢爭議。

所有受金管局認可及／或證監會監管的金融機構（只從事提供信貸評級服務的機構除外），均為調解計劃的成員。調解計劃的運作及其《個案受理準則指引》（《個案受理準則》）受《職權範圍》所規管。《職權範圍》已根據《優化金融糾紛調解計劃的建議》諮詢總結（《諮詢總結》）作出修訂，有關建議已於2018年1月1日起分階段實施。當中關於小型企業的條款自2018年7月1日起實施。

Some key requirements of the Intake Criteria of the ToR include:

《職權範圍》內《個案受理準則》的其中幾項重要條件包括：

STANDARD ELIGIBLE DISPUTES

- An Eligible Claimant is an individual, a sole proprietor or a small enterprise;
- The financial institution involved in the dispute is a member of the FDRS;
- The claim is of monetary nature with a maximum claimable amount of HK\$1,000,000;
- The claimant has lodged a written complaint to the relevant financial institution. He/she has received a Final Written Reply but the dispute cannot be resolved or he/she has not received a Final Written Reply more than 60 days after he/she lodged a written complaint;
- The claim is made within 24 months from the date of purchase of the financial product or service or the claimant first had knowledge of his/her loss, whichever is the later;
- The claim is not about policies, fees and investment performance, except a dispute concerning an alleged non-disclosure, inadequate disclosure misrepresentation, negligence, incorrect application, breach of fiduciary duty, breach of any legal obligation or duty, or maladministration; and
- The claim can be the subject of court proceedings but there has not been a decided judgment on the same claim.

EXTENDED ELIGIBLE DISPUTES

- Subject to the parties' consent, the FDRS may handle cases with a claim exceeding HK\$1,000,000 and/or beyond the 24 months limitation period.

For further information, please refer to the FDRS's Intake Criteria at the website of FDRS.

標準合資格爭議

- 合資格申索人須為個人、獨資經營者或小型企業；
- 涉及爭議的金融機構須為調解計劃的成員；
- 申索屬金錢性質，最高申索金額為港幣1,000,000元；
- 申索人已經向有關金融機構作出書面投訴，並已收到最後書面答覆，但爭議未能夠解決；又或在書面投訴超過60天後，申索人仍未收到最後書面答覆；
- 申索人須於購買金融產品或服務，或首次得知蒙受金錢損失，當日起24個月內提出申索，以較後者為準；
- 申索並非與政策、收費及投資表現有關，但指稱涉及隱瞞、資料披露不足、失實陳述、疏忽、不正確施行、違反受信人義務、違反任何法律責任或職責，或行政失當的爭議除外；及
- 申索可以是正進行法院訴訟程序但並未就同一項申索有裁決的案件。

延伸合資格爭議

- 在雙方同意下，調解中心可以處理一些超出港幣1,000,000元及／或超出24個月申索時效期限的個案。

有關詳情請參閱調解中心網頁上調解計劃的《個案受理準則》。

主席的話

Chairman's Message

Notwithstanding the coronavirus pandemic and its tremendous impact on Hong Kong's economy and normal activities of the society throughout the year, FDRC has remained steadfast in its provision of necessary services to the public. Through administering the FDRS in an independent and impartial manner, FDRC continued to assist financial institutions and their customers in resolving their monetary disputes by means of mediation and/or arbitration in 2020.


In recognition of its role in financial dispute resolution and non-profit making nature, FDRC was admitted by the Department of Justice as one of the Law-Related Organisation tenants for using office spaces at the Legal Hub in April 2020. The new office for FDRC not only contributed to savings in operating costs, its location in the Central District also provided more convenient access for our clients seeking enquiry and other services in person. I also believe that the co-location of FDRC with other Law-Related Organisation tenants at the Legal Hub would promote the development of synergy and create opportunities for closer cooperation in the years ahead.

During the year, FDRC carried on and stepped up its ongoing promotion and publicity of mediation/arbitration as means of alternative dispute resolution and its services to the community. These have achieved good results in that both the numbers of enquiries and applications for service handled by FDRC in 2020 recorded significant increase when compared with the previous year. This is very encouraging and FDRC will certainly keep up its efforts.

I would like to take the opportunity to thank my fellow directors, committee and tribunal members, our mediators and arbitrators and FDRC staff for their dedication and valuable contribution to FDRC.



Dieter YIH
Chairman



儘管新冠肺炎疫情在年內對香港的經濟及社會各項正常活動造成巨大影響，但調解中心仍堅持為公眾提供所需要的服務。調解中心透過獨立及持平地管理調解計劃，在2020年繼續利用調解和/或仲裁方式，協助金融機構及其客戶解決金錢爭議。

在2020年4月，鑑於調解中心解決金融糾紛的事務和非牟利機構的性質，律政司接受調解中心成為律政中心辦公室的其中一個法律相關機構租戶。調解中心的新辦事處除可節省營運成本外，其位處中環的地點，亦更方便需親身查詢及接受其他服務的客戶往返。此外，我相信調解中心與其他法律相關機構租戶在律政中心的共處運作，在未來會促進發展彼此協同效應，並為更緊密合作創造機會。

年內，調解中心持續並加強一貫工作，向社會大眾推廣及宣傳以調解/仲裁作為解決糾紛的另類手段，以及中心的服務。有關工作取得良好成效，調解中心在2020年處理的查詢數目與服務申請數目，與上年度相比均錄得顯著增長。調解中心對此感到鼓舞並會繼續加倍努力。

我想藉此機會感謝各董事局同袍、委員會及審裁組成員、調解中心的調解員、仲裁員及職員對調解中心所作出的努力及寶貴貢獻。



葉禮德先生
主席

行政總裁報告

Chief Executive Officer's Report

2020 was a remarkable year for FDRC in many ways. Firstly, FDRC moved into its new office at the West Wing of Justice Place in Central in April 2020 as a qualified non-profit making Law-Related Organisation tenant. After the office relocation, FDRC could achieve considerable savings in recurrent rental costs, bringing relief to its financial situation and enabling the reallocation of resources to other areas of operation.

Like the rest of the community, the operation of FDRC was greatly affected by the outbreak of the COVID-19 pandemic in 2020. Special office arrangements including working from home, reduced and rotation of office attendance, suspension of ad hoc visits were implemented during periods when the risk of infection to staff and service users were high. At the same time, the pandemic also disrupted many of our usual promotional, outreaching and exchange activities with our stakeholders, overseas counterparts and members of the public. A number of the programmes and projects were cancelled or postponed to the latter part of the year. Many also adopted the increasingly common and popular online format to meet the need for maintaining social distancing and avoid group gathering.

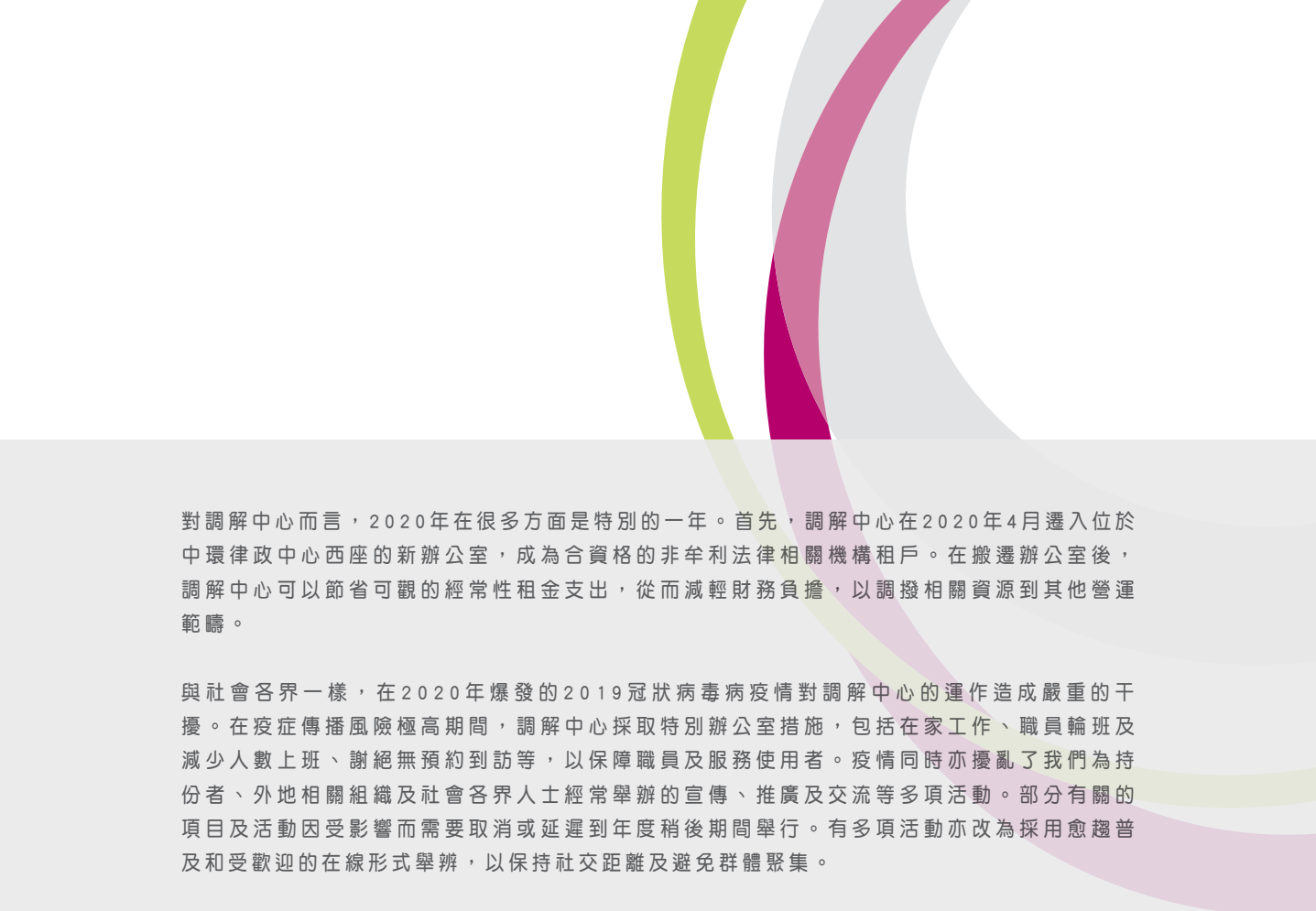
FDRC launched an enhanced and year-round publicity and promotion programme in 2020. This helped contributing to a significant increase in both the numbers of enquiries and applications for services under the FDRS. During the year, FDRC handled a total of 1,159 enquiries and received 35 applications for services. The respective rates of increase were 64% and 75% over the corresponding figures in 2019. The highly professional mediators and arbitrators on the FDRC Lists and FDRC staff have achieved a 70% success rate in reaching settlement for cases handled during the year. The cumulative users' satisfaction rate on FDRC services up to 2020 was also maintained at an encouraging level of 90%. We anticipate the numbers of enquiries and applications for services in the next year will be similar to those in 2020.

Other major activities of FDRC in 2020 included a review and enhancement on the staff medical insurance scheme, and the commissioning of consultant to conduct a public awareness survey on FDRC and its services. The latter has provided many useful insights for the planning and organisation of FDRC promotion and publicity programmes in future.

Finally, I wish to thank our Chairman, Board directors and members of the FDRC Committees and Tribunal for their most valuable contributions and wise guidance, as well as the continuous support and cooperation of our listed mediators/arbitrators and FDRS members. FDRC staff also deserved special thanks for their dedication and commitment during the extraordinary times in 2020. As always, FDRC is committed to offering professional services to our users and the community in the time ahead.



Herman CHO
Chief Executive Officer



對調解中心而言，2020年在很多方面是特別的一年。首先，調解中心在2020年4月遷入位於中環律政中心西座的新辦公室，成為合資格的非牟利法律相關機構租戶。在搬遷辦公室後，調解中心可以節省可觀的經常性租金支出，從而減輕財務負擔，以調撥相關資源到其他營運範疇。

與社會各界一樣，在2020年爆發的2019冠狀病毒病疫情對調解中心的運作造成嚴重的干擾。在疫症傳播風險極高期間，調解中心採取特別辦公室措施，包括在家工作、職員輪班及減少人數上班、謝絕無預約到訪等，以保障職員及服務使用者。疫情同時亦擾亂了我們為持份者、外地相關組織及社會各界人士經常舉辦的宣傳、推廣及交流等多項活動。部分有關的項目及活動因受影響而需要取消或延遲到年度稍後期間舉行。有多項活動亦改為採用愈趨普及和受歡迎的在線形式舉辦，以保持社交距離及避免群體聚集。

調解中心在2020年增加了資源並推出了全年的宣傳及推廣計劃。有關計劃有助大幅提升查詢及申請金融糾紛調解計劃服務的個案數字。調解中心在2020年共處理1,159宗查詢及接獲35宗服務申請，有關個案數字與2019年相關數字比較，升幅分別為64%及75%。高度專業的調解中心名單上的調解員/仲裁員及中心職員，在年度內處理個案時取得的成功解決率達到70%。同時，直至2020年對調解中心服務的累計使用者滿意度維持在令人鼓舞的90%水平。我們預期來年的查詢及服務申請的個案數目會與2020年的數字相近。

在2020年內調解中心的其他主要活動，還包括檢討並改善職員醫療保險計劃，和委託顧問進行了一項對調解中心及其服務認知程度的公眾意見調查。該項調查為調解中心日後策劃和舉辦各種宣傳和推廣活動，提供了很多有用指標。

最後，我對主席、董事會成員及調解中心各委員會及審裁組成員的寶貴貢獻及指導，以及名單上的調解員/仲裁員及計劃成員的持續支持和合作，深表謝意。中心職員在2020年的特殊時刻，仍然一貫地克盡所能、全力以赴，亦值得特別嘉許。一如以往，調解中心將為計劃使用者及社會大眾，在未來繼續提供專業服務。



曹振華先生
行政總裁

董事局

THE BOARD



Mr Dieter YIH, JP
葉禮德先生 JP

Chairman

- Hong Kong Practicing Solicitor
- Member, Listing Committee, Hong Kong Exchanges and Clearing Limited
- Deputy Chairman, Council of the Education University of Hong Kong
- Member, Education Commission
- Member, Standing Committee, Judicial Salaries and Conditions of Service
- Chairman, King's College London Hong Kong Foundation
- Member, Steering Committee, Quality Education Fund
- Member, Standing Committee on Legal Education and Training

主席

- 香港執業律師
- 香港交易所上市委員會成員
- 香港教育大學理事會副主席
- 教育統籌委員會委員
- 司法人員薪俸及服務條件常務委員會成員
- 倫敦國王學院香港基金會主席
- 優質教育基金督導委員會成員
- 法律教育及培訓常設委員會成員



Mr Joseph CHAN Ho-lim, JP
陳浩濂先生 JP

Director

- Under Secretary for Financial Services and the Treasury, HKSAR Government

董事

- 香港特別行政區政府財經事務及庫務局副局長



Ms Carmen CHU Lap-kiu, JP
朱立翹女士 JP

Director

- Executive Director (Enforcement and AML), Hong Kong Monetary Authority

董事

- 香港金融管理局助理總裁（法規及打擊清洗黑錢）



Mr Paul YEUNG Kwok-leung
楊國樑先生

Director

- Senior Director & Commission Secretary, Securities and Futures Commission

董事

- 證券及期貨事務監察委員會高級總監及秘書長

董事局

THE BOARD



Mr Philip LEUNG Kwong-hon, MH
梁光漢先生 MH

Director (until 30 March 2020)

- Past Vice-Chairman, Hong Kong Consumer Council
- Senior College Tutor, Wu Yee Sun College, The Chinese University of Hong Kong

董事 (至2020年3月30日)

- 前香港消費者委員會副主席
- 香港中文大學伍宜孫書院資深書院導師



Mr TONG Hon-shing
唐漢城先生

Director

- Deputy Chief Executive & Chief Operating Officer, The Bank of East Asia, Limited
- Member, Banking Industry Training Advisory Committee, Education Bureau
- Executive Committee Member of the Hong Kong Institute of Bankers

董事

- 東亞銀行有限公司副行政總裁兼營運總監
- 教育局銀行業培訓諮詢委員會委員
- 香港銀行學會理事會成員



Mr Gary CHEUNG Wai-kyok
張為國先生

Director

- Chief Executive Officer, CSL Securities Limited
- Director, Hong Kong Securities Association

董事

- 康證有限公司行政總裁
- 香港證券業協會董事



Mr Richard LEUNG Wai-keung, JP
梁偉強先生 JP

Director

- Practicing Barrister, Hong Kong
- Chairman of the Appeal Tribunal Panel (Buildings Ordinance)
- Member of the Disciplinary Board Panel, Land Survey Ordinance

董事

- 香港執業大律師
- 《建築物條例》上訴審裁小組主席
- 《土地測量條例》紀律審裁委員會成員



Prof WONG Kam-fai, MH
黃錦輝教授 MH

Director (from 31 March 2020)

- Associate Dean (External Affairs) of the Faculty of Engineering, The Chinese University of Hong Kong
- Professor in the Department of Systems Engineering and Engineering Management, The Chinese University of Hong Kong
- Past Chairman of the Trade Practices and Consumer Complaints Review Committee and Research and Testing Committee, Hong Kong Consumer Council

董事 (於2020年3月31日起)

- 香港中文大學工程學院副院長 (外務)
- 香港中文大學系統工程與工程管理學系教授
- 前任香港消費者委員會商營手法研究及消費者投訴審查小組和研究及試驗小組主席



Mr Herman CHO Chun-wah
曹振華先生

Director

- Chief Executive Officer, FDRC

董事

- 金融糾紛調解中心行政總裁

遴選委員會

THE APPOINTMENT COMMITTEE

The FDRC Appointment Committee (AC) is in charge of approving applications for admission to the FDRC List of Mediators and the FDRC List of Arbitrators (the Lists) and ensuring that the assessment and admission processes are fair, transparent and independent. The AC also makes recommendations to the Board on matters relating to the maintenance and development of standards of mediators and arbitrators on the Lists.

In 2020, the AC was chaired by Mr Richard LEUNG Wai-keung. It resolved a variety of matters including:

- Reviewing 8 Continuing Professional Development (CPD) activities and awarding CPD points to attendees who were mediators and arbitrators on the Lists. The CPD activities enriched the knowledge of mediators and arbitrators on the Lists on financial products and market practices with a view to maintaining their high standards and encouraging professional advancement;
- Considering and approving applications for membership renewal under the Lists;
- Recognising relevant training courses organised by various training institutions under the Approved CPD Providers mechanism. Mediators and arbitrators on the Lists can enrol in accredited courses organised by training institutions according to their individual experience, needs and progress for meeting the training and CPD requirements; and
- Making recommendations to the Board on handling an un-contactable party at the mediation stage.

調解中心遴選委員會（選委會）負責審批所有有意加入調解中心調解員名單和調解中心仲裁員名單（名單）之人士的申請，確保審核及取錄過程公平、透明及獨立，並就維持和提升調解員及仲裁員名單成員資格水平的有關事宜，向董事局提出建議。

於2020年，選委會由梁偉強先生擔任主席。選委會年內審議多項事宜，包括：

- 檢討八項持續專業發展培訓活動，並向出席活動的調解員和仲裁員名單成員授予持續專業發展積分。有關培訓活動旨在豐富調解員和仲裁員名單成員就金融產品及市場運作的知識，以維持他們的高度水平和鼓勵持續專業發展；
- 審核及批准調解中心名單成員的續會申請；
- 根據認可持續進修課程的機制，認可培訓機構所提供的有關課程，方便調解員和仲裁員名單成員可按個別經驗、需要及進度，透過修讀培訓機構舉辦的認可課程，達到培訓及持續進修的要求；及
- 就在調解階段因其中一方無法聯絡的處理程序向董事局提供建議。



Mr Richard LEUNG Wai-keung, JP
梁偉強先生 JP

Chairman

- Practicing Barrister, Hong Kong
- Chairman of the Appeal Tribunal Panel (Buildings Ordinance)
- Member of the Disciplinary Board Panel, Land Survey Ordinance

主席

- 香港執業大律師
- 《建築物條例》上訴審裁小組主席
- 《土地測量條例》紀律審裁委員團成員



Dr Shahla ALI
安夏蘭博士

Member (until 31 August 2020)

- Professor & Associate Dean (International), Faculty of Law, The University of Hong Kong
- Deputy Director, LLM in Arbitration and Dispute Resolution, The University of Hong Kong

委員 (至2020年8月31日)

- 香港大學法律學院教授及副院長 (國際)
- 香港大學仲裁及排解爭端法碩士課程副院長



Ms Sylvia SIU Wing-ye,
BSC, MBA, LLM, FCI Arb, FHKI Arb, JP
蕭詠儀女士
BSC, MBA, LLM, FCI Arb, FHKI Arb, JP

Member

- Chairlady of Joint Mediation Helpline Office
- Consultant Solicitor, Sit, Fung, Kwong & Shum
- Chairperson, ADR & International Relation Committee, Hong Kong Federation of Women Lawyers
- Vice-President, Guangdong, Hong Kong & Macao Arbitration Mediation Alliance

委員

- 聯合調解專線辦事處主席
- 薛馮鄭岑律師行顧問律師
- 香港女律師協會另類爭議解決方案主席
- 粵港澳仲裁調解聯盟副會長

遴選委員會

THE APPOINTMENT COMMITTEE



Mr Norris YANG
楊洪鈞先生

Member

- Senior Consultant, Yang Chan & Jamison LLP
- Executive Director, ADR International Limited
- Chairman, Communications and Publicity Committee, Hong Kong Mediation Accreditation Association Limited (HKMAAL)
- Chairman, International Negotiation Mediation Society Macau

委員

- 勤信律師事務所有限法律責任合夥高級顧問
- 協寧國際事務有限公司執行董事
- 香港調解資歷評審協會有限公司 (調解資歷評審協會) 傳訊及宣傳委員會主席
- 澳門國際談判調解學會主席



Prof LEUNG Hing-fung,
B Building, BSc in Building Studies, LLB,
MAArbDR, LLM, FCIArb, FHKIArb, FRICS, FHKIS
梁慶豐教授 B Building, BSc in
Building Studies, LLB, MAArbDR, LLM,
FCIArb, FHKIArb, FRICS, FHKIS

Member (from 1 September 2020)

- Practicing mediator, arbitrator and barrister
- Professor of Practice (Arbitration and Dispute Resolution), Department of Real Estate and Construction, Faculty of Architecture, University of Hong Kong
- Vice-Chairperson, HKMAAL
- Member, Land and Development Advisory Committee

委員 (於2020年9月1日起)

- 執業調解員、仲裁員及大律師
- 香港大學建築學院房地產及建設系實務教授 (仲裁及爭議解決)
- 調解資歷評審協會副主席
- 土地及建設諮詢委員會成員

Note: FDRC CEO is an ex officio member of the Appointment Committee.

註：調解中心的行政總裁為遴選委員會當然成員。

紀律委員會

THE DISCIPLINARY COMMITTEE

The FDRS Disciplinary Committee (DC) was set up in 2014 to establish a process to deal with complaints against mediators and arbitrators on the Lists. The independent DC advises and decides the proper procedures for handling disciplinary matters to ensure that all complaints under the FDRS are handled in a procedurally fair and impartial manner. The DC has made recommendations on the establishment of complaint handling procedures, including a review and appeal mechanism.

In 2020, the DC resolved a variety of matters including:

- reviewing the report on mediation and arbitration cases and noting that no follow-up action on disciplinary matter was required;
- reviewing and recommending changes to the structure and procedures of the Disciplinary Tribunal (Tribunal);
- recommending changes to the illustrative diagram in connection with the voluntary withdrawal of an arbitrator under the FDRS; and
- making recommendations to the Board on candidates for appointment to the Panel of the Tribunal.

調解中心紀律委員會（紀委會）於2014年成立，目的是建立一套程序，以處理外界對調解中心的調解員及仲裁員名單上的成員所作出的投訴個案。獨立的紀委會負責就上述的紀律事務提出建議及制訂適當的程序，確保調解計劃下的所有投訴個案，均在公平公正及不偏不倚的程序下進行審理。紀委會已就如何建立投訴個案處理程序，包括檢討及上訴機制等問題提出建議。

於2020年，紀委會年內審議多項事宜，包括：

- 審閱了有關調解及仲裁個案的報告，並知悉沒有需要就紀律事宜作出跟進工作；
- 就紀律審裁組（審裁組）的結構和程序作出檢討及提出修改建議；
- 就調解計劃下關於仲裁員自願退出仲裁的說明圖提出修訂建議；及
- 就任命審裁組成員的事宜向董事局建議合適人選。

紀律委員會

THE DISCIPLINARY COMMITTEE



Ms Elaine LIU Yuk-ling, JP
廖玉玲女士 JP

Chairman

- Chairman of Estate Agents Authority
- Chairman of Licensing Appeal Board
- Deputy Chairman of the Board of Review (Inland Revenue Ordinance)
- Deputy Chairman of Administrative Appeal Board
- Chairman of the Disciplinary Committee of the Travel Industry Authority

主席

- 香港地產代理監管局主席
- 香港牌照上訴委員會主席
- 香港稅務上訴委員會副主席
- 行政上訴委員會副主席
- 旅遊業監管局紀律委員會主席



Mrs Cecilia WONG NG Kit-wah
黃吳潔華女士

Member

- Member of the Chief Justice's Working Party on Mediation
- Member of the Hong Kong Government Family Council
- Chairlady of Risk Management Education Committee of the Law Society of Hong Kong (LSHK)
- Director of Joint Mediation Helpline Office
- Chairlady of Mediation Committee of the LSHK
- Chairlady of Appeal Tribunal Panel, Buildings Ordinance (Cap. 123)

委員

- 首席大法官調解工作小組成員
- 香港政府家庭議會委員
- 香港律師會風險管理教育委員會主席
- 聯合調解專線辦事處董事
- 香港律師會調解委員會主席
- 上訴審裁團(香港法例第123章建築物條例)主席



Mr YEUNG Man-sing,
BSc (QS), LLM (HKU), FRICS, FHKIS, FCIArb
楊文聲先生 BSc (QS), LLM (HKU),
FRICS, FHKIS, FCIArb

Member

- Practicing solicitor, Hong Kong
- Chartered quantity surveyor and chartered arbitrator
- Accredited mediator and adjudicator
- Chair, Arbitrators Admission Committee of LSHK
- Member, Accreditation Sub-Committee of the Steering Committee on Mediation of Department of Justice, HKSAR
- Standing Committee Member, CIArb's Examination Board, and Panels Management Group
- Director, Asian Institute of Alternative Dispute Resolution

委員

- 香港執業律師
- 特許建築工料測量師及特許仲裁員
- 香港認可調解員及審裁員
- 香港律師會仲裁員評審委員會主席
- 香港特別行政區律政司調解督導委員會評審委員會成員
- 英國特許仲裁學會考評會委員及仲裁／調解／審裁員名冊管理組委員
- 亞洲另類排解學會董事



Mrs JONES MOK Siu-mei Gloria
莫小薇女士

Member (from 1 January 2020)

- Practicing solicitor, Hong Kong

委員 (於2020年1月1日起)

- 香港執業律師



Mr YEUNG Sai-man
楊世文先生

Member (from 1 January 2020)

- Practicing solicitor, Hong Kong
- Accredited mediator

委員 (於2020年1月1日起)

- 香港執業律師
- 香港認可調解員

紀律審裁組

THE DISCIPLINARY TRIBUNAL

The FDRS Disciplinary Tribunal (Tribunal) was set up in 2016 to deal with complaints against mediators and arbitrators on the Lists in relation to handling the disputes under the FDRS in a procedurally fair and impartial manner.

Members of the Tribunal should:

- not be members of the FDRS Board, the Appointment Committee or the Disciplinary Committee;
- not be staff members of the FDRS;
- possess knowledge on mediation and/or arbitration, jurisprudence and tribunal procedures; and
- be familiar with the ToR and the operation of the FDRS.

調解中心紀律審裁組（審裁組）於2016年成立，目的是在公平公正及不偏不倚的程序下，審理所有針對調解中心的名單上之調解員及仲裁員就處理調解計劃下之爭議所作出的投訴。

審裁組成員必須：

- 並非調解中心董事局、遴選委員會或紀律委員會的成員；
- 並非調解中心的職員；
- 具有調解及／或仲裁、法學和審裁程序的知識；和
- 熟悉調解中心的《職權範圍》及其運作。



Ms Audrey EU Yuet-mee, SC, JP
余若薇女士 SC, JP

Convenor

- Senior Counsel
- Accredited Mediator

召集人

- 資深大律師
- 認可調解員



Dr Anthony NEOH, QC, SC, JP
梁定邦博士 QC, SC, JP

Member

- Chairman, Independent Police Complaints Council
- Member, Standing Committee of the Chinese Judicial Studies Institute, Supreme People's Court of the People's Republic of China
- Council Member and Treasurer, The Chinese University of Hong Kong
- Dean's Visiting Professor, School of Business, National University of Singapore

成員

- 獨立監察警方處理投訴委員會主席
- 中華人民共和國最高人民法院中華司法研究會常務理事
- 香港中文大學校董及司庫
- 新加坡國立大學商學院客座教授

紀律審裁組

THE DISCIPLINARY TRIBUNAL



Dr Margaret NG Ngoi-yee
吳靄儀博士

Member

- Practicing Barrister
- Accredited Mediator
- Executive Committee Member, Hong Kong Unison

成員

- 執業大律師
- 認可調解員
- 融樂會執行委員會成員



Dr William WONG, sc
王鳴峰博士 sc

Member

- Senior Counsel

成員

- 資深大律師

全年回顧

THE YEAR AT A GLANCE

Dispute Resolution Services

The FDRC's hotline and enquiry services handled 1,159 enquiries during the year, an increase of 64% when compared to the previous year. Of all the enquiries handled, 586 or approximately 51% were related to complaints about financial products and services. Among these 586 complaints, 479 were classified as prima facie ineligible disputes under the Intake Criteria of the ToR.

FDRC received 35 applications for services under the FDRS in 2020, an increase of 75% when compared to the year of 2019. 15 applications would have been disallowed before the implementation of service enhancements to the FDRS from January 2018: 1 application was from a small enterprise, 8 applications have claim amounts over \$500,000, 4 applications with first knowledge of loss over 12 months ago and 2 applications exceeded both the prescribed claimable amount and limitation period under the pre-2018 Intake Criteria.

High Mediation Success Rate and Satisfaction Rate

The mediation success rate remained satisfactory in 2020, with over 70% of the cases received and handled being successfully settled in the mediation processes. Since inception, approximately 90% of the mediation service users (which covered both parties involved in the disputes) rated the FDRC's services as "Satisfactory" or above.

排解爭議服務

調解中心的熱線及查詢服務在年內共處理1,159宗查詢，與去年比較增加了64%。在已處理的查詢中，586宗或約51%是關於金融產品及服務的投訴。在這586宗投訴中，根據《職權範圍》的《個案受理準則》，479宗投訴屬在表面資料上被列為不符合條件的爭議。

調解中心在2020年接獲35宗調解計劃服務申請，與2019年比較增加了75%。在2018年1月起實施優化金融糾紛調解計劃服務措施前，15宗有關的申請會不獲接納：1宗申請是由小型企業提交的、8宗申請的申索金額超過港幣50萬元、4宗申請的首次知悉蒙受金錢損失日期超過12個月，及2宗申請同時超出了2018年前《個案受理準則》所規定的可申索金額和時效期限。

高調解成功率及滿意度

調解成功率在2020年維持在滿意水平，年度內收到並已處理的個案中，超過七成個案能在調解過程中成功和解。自成立以來，約90%的調解服務使用者（包括爭議雙方）對調解中心的服務給予「滿意」或以上的評級。

排解爭議服務

Dispute Resolution Services

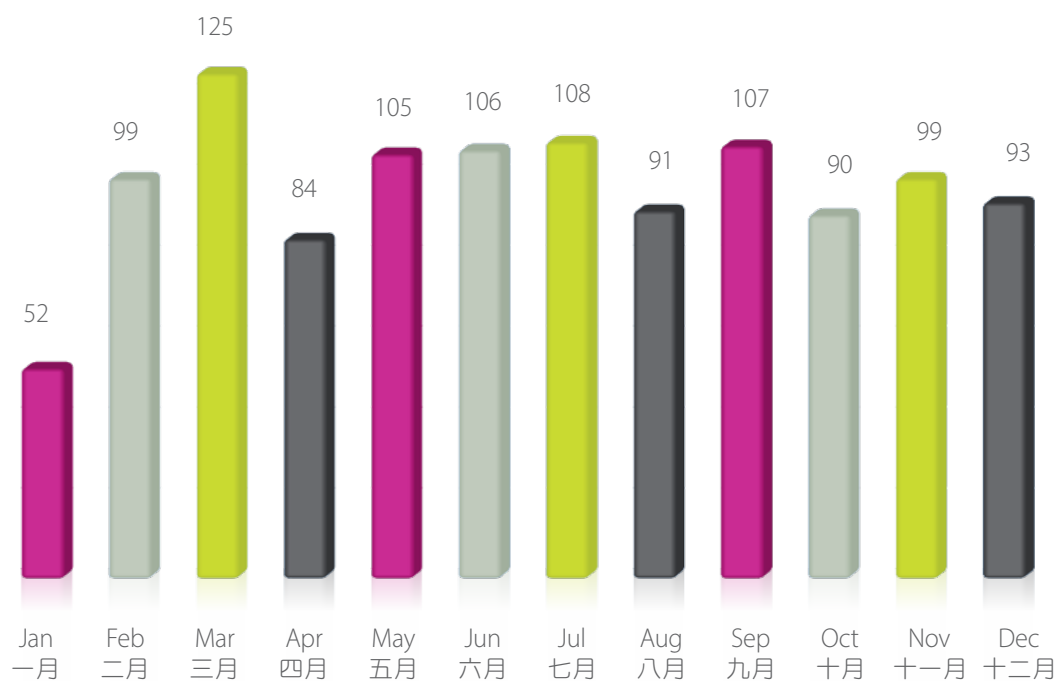
ENQUIRIES 查詢

Number of Enquiries 查詢數字

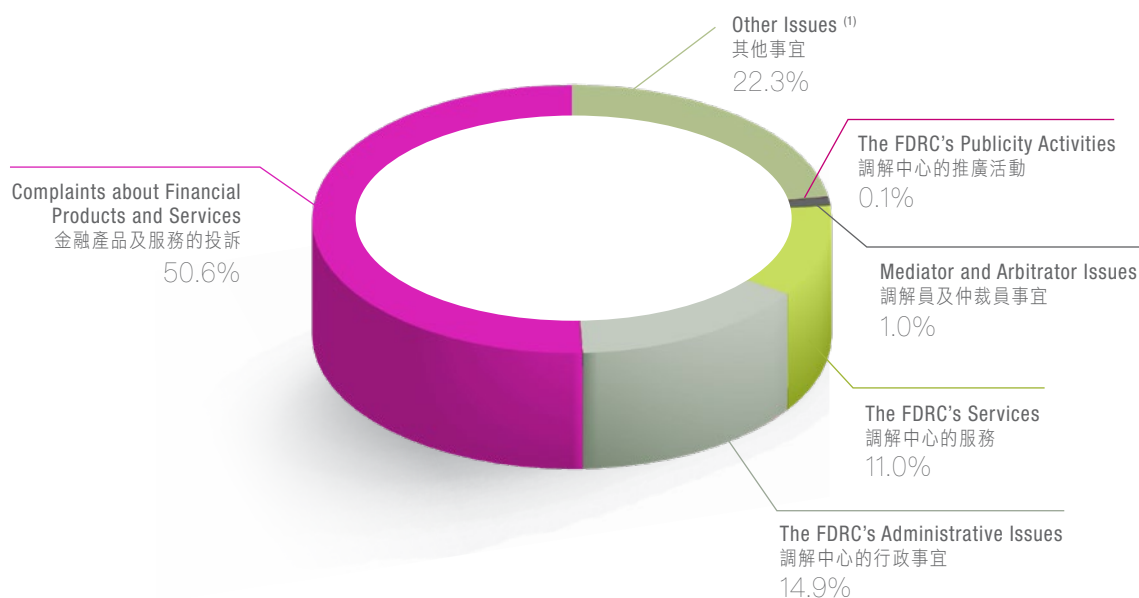
For the year ended 31 December 2020, a total of 1,159 enquiries were handled by the FDRC.

截至2020年12月31日止的年度內，調解中心共處理1,159宗查詢。

TOTAL
總數 1,159



Nature of Enquiries 查詢類別



The total percentage does not add up to 100% due to rounding.
由於四捨五入，總百分比不等於100%。

Out of the 1,159 enquiries handled, 586 were related to complaints about financial products and services, 128 were about the FDRC's services, 173 were related to the FDRC's administrative issues, 12 were related to mediator and arbitrator issues, 1 was related to the FDRC's publicity activities and 259 were related to other issues ⁽¹⁾.

(1) "Other issues" include regulatory issues not of monetary nature, building management disputes, family disputes, commercial disputes, debt collection, financial disputes between individuals, tenancy disputes and employment disputes, etc.

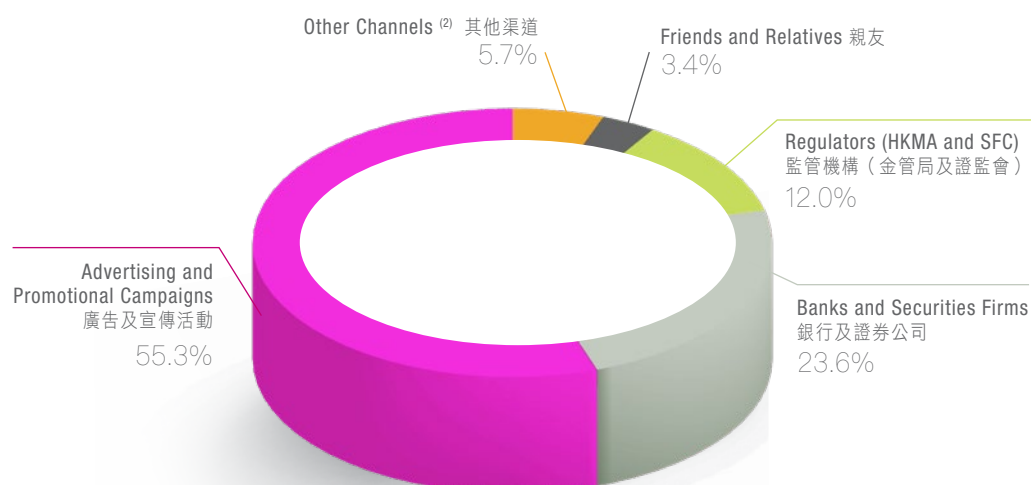
在已處理的1,159宗查詢中，586宗關於金融產品及服務的投訴，128宗關於調解中心的服務，173宗關於調解中心的行政事宜，12宗關於調解員及仲裁員事宜，1宗關於調解中心的推廣活動，259宗則關於其他事宜 ⁽¹⁾。

「其他事宜」包括非金錢性質的監管問題、大廈管理糾紛、家庭糾紛、商業糾紛、債務追討、個人之間的金錢糾紛、租賃糾紛及勞資糾紛等。

排解爭議服務

Dispute Resolution Services

Channels of Knowing the FDRC 知悉調解中心的途徑



Out of the enquiries received, 474 enquirers disclosed the channels of knowing the FDRC. 262 enquirers were aware of the FDRC through its advertising and promotional campaigns, 112 were referred by banks and securities firms, 57 by regulators (HKMA and SFC), 16 by friends and relatives and 27 via other channels⁽²⁾.

在接獲的查詢當中，有474名查詢人士透露知悉調解中心的途徑。262名查詢者表示透過其廣告及宣傳活動認識調解中心，112名經由銀行及證券公司轉介，57名則由監管機構（金管局及證監會）轉介，16名從親友中得知，27名則由其他渠道⁽²⁾得知。

(2) "Other Channels" include the Joint Mediation Helpline Office, the Consumer Council and the District Council members, etc.

「其他渠道」包括聯合調解專線辦事處、消費者委員會及區議員等。

COMPLAINTS 投訴

Nature of Complaints about Financial Products and Services 金融產品及服務之投訴

Among the 1,159 enquiries handled, 586 were related to complaints about financial products and services. Among which, 237 were about Investments⁽³⁾, 107 were about Liabilities⁽⁴⁾, 118 were related to Insurance⁽⁵⁾, 33 were about Assets⁽⁶⁾ and 72 were on others⁽⁷⁾, while 19 could not be classified.

(3) "Investments" include bonds, commodities, derivatives, unlisted structured products and FX/leveraged FX trading, shares/equities/stocks, and unit trusts/mutual funds/managed funds.

(4) "Liabilities" include credit cards, loan facilities and mortgages.

(5) "Insurance" includes investment-linked products, life (non-investment-linked) products, general and group insurance policies.

(6) "Assets" include integrated bank accounts, cheques, safe deposit boxes, savings and deposits, and stored value cards provided by financial institutions.

(7) "Others" include Mandatory Provident Fund Schemes, Occupational Retirement Schemes, payments and cash management, and other investment products.

在已處理的1,159個查詢當中，586宗與金融產品及服務的投訴有關。當中，237宗關於投資⁽³⁾，107宗涉及債務⁽⁴⁾，118宗為保險⁽⁵⁾，33宗與資產相關⁽⁶⁾，72宗則為其他產品⁽⁷⁾，其餘19宗則未能分類。

「投資」包括債券、商品、衍生工具、非上市結構性產品、外匯買賣／槓桿式外匯買賣、股票及單位信託／互惠基金／管理基金等。

「債務」包括信用卡、貸款及樓宇按揭等。

「保險」包括投資相連保險產品、人壽保險產品（非投資相連）、一般保險及團體保單等。

「資產」包括綜合銀行賬戶、支票、保險箱、儲蓄和存款、以及由金融機構提供的儲值卡等。

「其他」包括強積金計劃、職業退休計劃、付款和現金管理、以及其他投資產品。

Prima Facie Ineligible Disputes 根據表面資料被列為不符合資格的爭議

Among the 586 complaints in relation to financial products and services, a total of 479 was classified as prima facie ineligible disputes under the Intake Criteria of the ToR in force at the time. The three major reasons for ineligibility were:

- Enquirer's knowledge of monetary loss exceeded the limitation period
- The disputes involved organisations which were not members of the FDRS
- Claim amount exceeded the maximum claimable amount

在586宗與金融產品及服務有關的投訴中，根據當時適用的《職權範圍》的《個案受理準則》，共479宗投訴屬在表面資料上被列為不符合條件的爭議。未能符合資格的爭議其中三個主要原因為：

- 查詢者知悉蒙受金錢損失超過時效期限
- 爭議涉及的機構並非調解計劃成員
- 申索額超過最高申索金額

排解爭議服務

Dispute Resolution Services

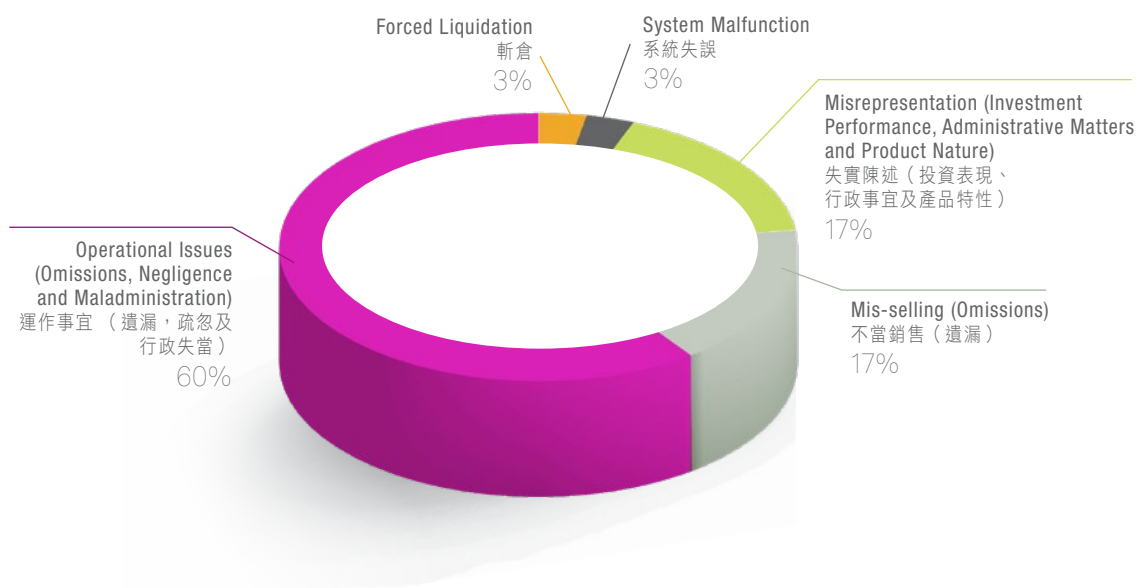
CASES 個案

For the year ended 31 December 2020, the FDRS received 35 applications for services under the FDRS.

截至2020年12月31日止的年度內，調解中心共接獲35宗調解計劃服務申請。

Composition of Applications⁽⁸⁾

申請個案類別



(8) Only cases received within 2020 were counted.

只計算在2020年內所收到的個案。

Case Status as at 31 December 2020

Cases received within 2020

- Among the 35 applications, 18 were accepted, 5 were rejected as not being within the Intake Criteria of the ToR in force at the time, 11 were under vetting and 1 was withdrawn during vetting.
- Among the 18 cases accepted, 9 cases were still ongoing, 1 was withdrawn after acceptance and 8 went through the mediation process. Among the 8 cases went through the mediation process, 7 were completed and closed and the remaining 1 was under consideration for submission of the Notice to Arbitrate.
- Among the 7 completed and closed cases, 5 were settled at different stages of the mediation process and 2 were not settled in mediation (These 2 cases were closed as the claimants did not proceed to arbitration).
- To conclude the mediation case status in 2020, 5 out of the 7 completed and closed cases reached settlement. The success rate was 71%.

Cases brought forward from previous years

In addition to the above mentioned 35 applications received, 5 applications received in previous years were carried forward to 2020 and entered into the dispute resolution process, 2 of which were completed and closed in mediation process, 1 was still ongoing and 2 proceeded to arbitration. An Arbitral Award was rendered in 1 out of the 2 cases proceeded to arbitration.

2020年12月31日的個案情況

2020年收到的個案

- 在35宗申請中，18宗申請獲受理，5宗因不符合當時適用的《職權範圍》中的《個案受理準則》而被拒絕，11宗申請在審核中及1宗在審核中撤回申請。
- 獲受理的18宗申請中，9宗個案的調解程序正在進行中，1宗在個案受理後撤回申請及8宗已完成調解程序。在8宗已完成調解程序的個案中，7宗已結案，餘下1宗正考慮提交仲裁通知書。
- 在7宗已結案的個案中，5宗都分別於不同的調解階段達成和解，而未能和解的個案則有2宗（這2宗個案均因有關申索人沒有選擇仲裁而結案）。
- 總結2020年的調解個案情況，共7宗已完成並結案，其中5宗達成和解，成功率為71%。

由往年轉入的個案

除上述35宗接獲的申請外，有5宗在往年接獲的申請轉入至2020年並進入了排解爭議程序，其中2宗已於調解程序結案，1宗的程序仍然在進行中，另外2宗則進入仲裁程序。進入仲裁程序的2宗個案中，1宗已作出《仲裁裁決》。

排解爭議服務

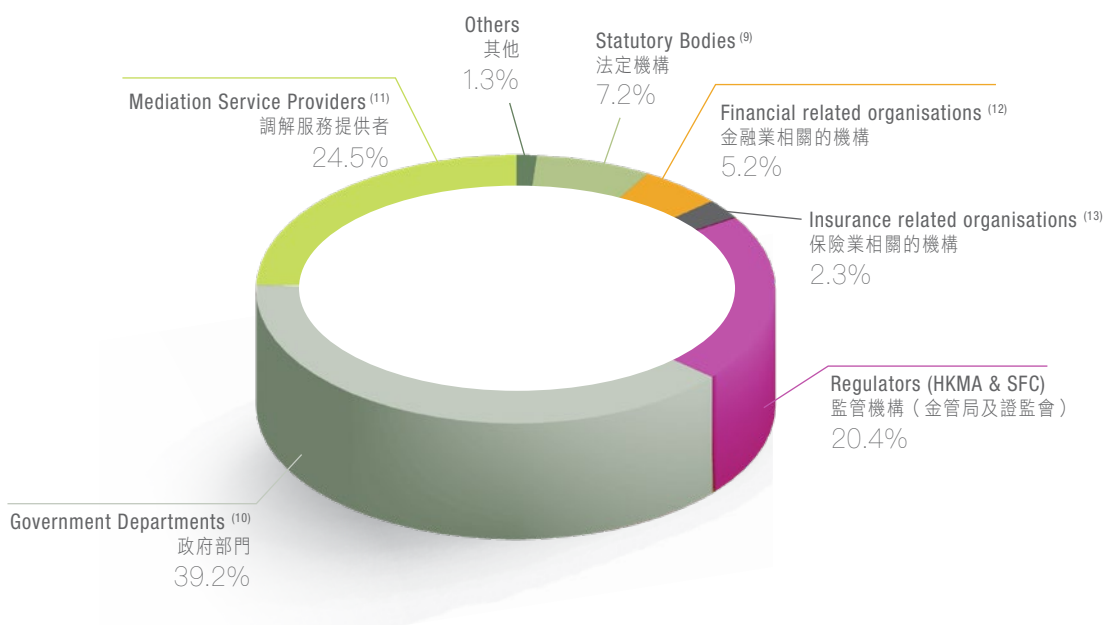
Dispute Resolution Services

Provide Information to Enquirers on Available Channels

Apart from explaining the scope of the FDRS, the case officers will also assist the enquirers by providing them with information on available channels for taking forward their enquiries. The FDRS provided a total of 388 related assistance to enquirers in 2020.

向查詢者提供進一步處理查詢的途徑資訊

調解計劃主任除會向查詢者講解調解計劃的適用範圍外，還會協助查詢者，向其提供可進一步處理其查詢的途徑資訊。在2020年，調解中心共提供了388次相關協助予查詢者。



The total percentage does not add up to 100% due to rounding.
由於四捨五入，總百分比不等於100%。

(9) e.g. Consumer Council, Insurance Authority, The Hong Kong Mortgage Corporation Limited, Office of the Privacy Commissioner for Personal Data, etc., excluding HKMA, SFC

(10) e.g. Judiciary (e.g. Small Claims Tribunal and Integrated Mediation Office), Police, Home Affairs Department, etc.

(11) e.g. Joint Mediation Helpline Office

(12) e.g. The Chinese Gold & Silver Exchange Society

(13) e.g. The Hong Kong Federation of Insurers

例如消費者委員會、保險業監管局、香港按揭證券有限公司、個人資料私隱專員公署等，不包括金管局、證監會

例如司法機構（例如小額錢債審裁處及綜合調解辦事處）、警務處、民政事務總署等

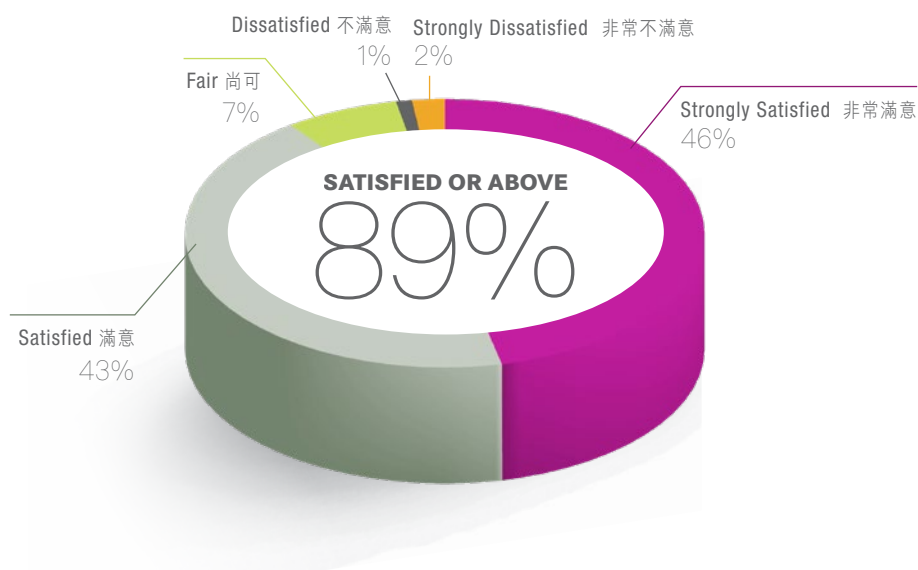
例如聯合調解專線辦事處

例如金銀業貿易場

例如香港保險業聯會

SATISFACTION SURVEY 滿意度調查

Overall Satisfaction with the FDRC's Services 調解中心服務的整體滿意度⁽¹⁴⁾



(14) The total percentage does not add up to 100% due to rounding. 由於四捨五入，總百分比不等於100%。

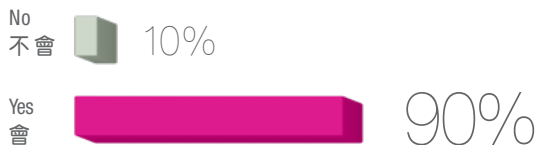
Would you recommend the FDRC mediation service to others if they have similar disputes?

若別人遇到類似糾紛，會向他們推薦調解中心的調解服務嗎？



Would you use mediation again to settle disputes?

未來會再採用調解方式解決糾紛嗎？



推廣

PUBLICITY

FDRC has made every endeavour to promote the FDRS and its services to different sectors of the society. In 2020, due to the outbreak of COVID-19 pandemic and social distancing measures, many activities and stakeholders engagement events were suspended or cancelled. As an alternative, webinar presentations and virtual tours were arranged to promote the professional services of the FDRC and its operation.

調解中心努力不懈地向社會不同階層推廣調解計劃及其服務。在2020年，因應2019冠狀病毒病爆發及社交距離措施，多項公眾活動和持份者聯繫項目延期或取消。作為替代，調解中心舉辦了網上座談會及虛擬導賞團以推廣其專業服務及運作。



Mainland delegation arranged by the Legal Education Fund visited FDRC in January 2020.
2020年1月，法律教育基金安排的內地交流團訪問調解中心。



FDRS participated in one of the episodes of the RTHK “Mediation Mission” programme, explaining the operation of FDRS and sharing interesting experiences.

調解中心參與了香港電台「調解任務」節目，與聽眾分享調解計劃的運作及有趣經驗。

In August 2020, FDRS organised webinar presentations and virtual tours for participants of Junior Summer Programme run by The Open University of Hong Kong. They were given an opportunity to understand the financial consumer protection offered under the FDRS and its operation.

In addition, FDRS arranged two online sessions of Continuing Professional Training for Hong Kong Securities & Futures Professionals Association (HKSFPA). Over 400 HKSFPA members attended the events.

FDRS was pleased to receive the “Financial Education Champion” award again from the Investor and Financial Education Council in 2020.

2020年8月，調解中心為公開大學青少年暑期課程學員舉行了網上座談會及虛擬導賞團，讓他們了解調解計劃為金融消費者提供的保障及其運作方式。

此外，調解中心亦為香港證券及期貨專業總會舉辦了兩場持續專業培訓網上課程，該會逾400名會員參與有關活動。

調解中心很高興在2020年，再獲投資者及理財教育委員會頒發「理財教育獎」。



公眾意見調查2020

PUBLIC AWARENESS SURVEY 2020

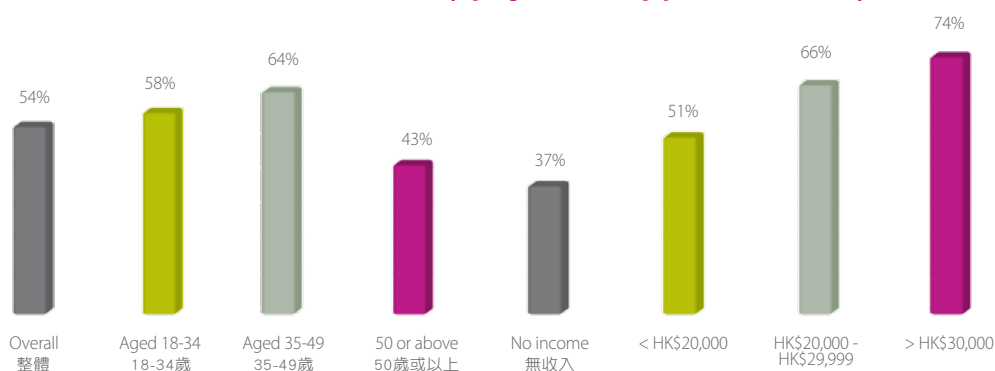
In 2020, FDRC commissioned a public awareness survey to gauge the public's awareness of and attitude towards FDRC and its roles and services, etc. and their readiness on using such services. Using street intercept face-to-face interviews, feedbacks were collected from a total of 1,008 Hong Kong residents aged between 18 and 70 years at locations across Hong Kong Island, Kowloon and the New Territories.

The overall aided awareness of FDRC is 54%, up from 44% in a similar survey in 2015. Awareness of FDRC is particularly high among respondents 35 to 49 years old (64%) and those with a monthly personal income of HK\$20,000 or above (66% plus), whilst it is the lowest among respondents over 50 years old. Yet, 12% of the respondents have no knowledge about any means or organisations to help resolving monetary disputes.

在2020年，調解中心進行了一項公眾意見調查，就市民對調解中心的認知度、對其角色及服務的態度，以及使用有關服務的意願等進行評估。意見調查使用了面對面街頭截停訪問方式，在香港島、九龍及新界各地點向1,008名年齡介乎18至70歲的香港市民收集意見。

對調解中心的整體帶提示認知度為54%，比2015年同類調查的44%為高。年齡介乎35至49歲(64%)及每月個人收入港幣20,000元或以上(多於66%)的受訪者，對調解中心的認知度特別高，而在50歲以上的受訪者中就最低。然而，仍有12%的受訪者表示並不認識任何途徑或機構可以協助解決金錢爭議。

調解中心帶提示認知度（年齡／個人月入分項）
Aided awareness of FDRC (By age / monthly personal income)



The most noticeable roles of FDRC amongst respondents are its function of “helping citizens resolving monetary disputes with financial institutions” (44%) and its nature as “an organization supported by the HKSAR Government” (40%). “Provision of mediation services for monetary dispute” is the most recalled services (61%) provided by FDRC. In general, respondents 35 to 49 years old and those with a monthly personal income of HK\$20,000 or above are more aware of the roles and services of FDRC.

Besides, the level of agreement with different aspects of the FDRC work is generally high at around 80%. The largest number of respondents agreed with the “independence” and “transparency” of the dispute resolution scheme operated by FDRC. More respondents in the older age group, however, doubted that the FDRC dispute resolution processes are faster and cheaper than through legal litigation.

最被受訪者關注到的調解中心角色，是「幫助市民解決與金融機構之間的金錢爭議」的功能(44%)，及其「由香港政府支持成立的機構」的性質(40%)。而「提供有關金錢爭議的調解服務」是調解中心各類服務中，有最多受訪者(61%)具有印象的一項。一般而言，年齡介乎35至49歲及每月個人收入港幣20,000元或以上的受訪者，對調解中心的角色及服務有較佳的認知。

此外，對調解中心不同工作範疇的認同及支持程度處於高水平，達到約80%。而調解中心運作的調解計劃中有關「獨立」及「透明」的原則，獲得最大數目的受訪者認同。但在年齡較高的組別當中，則有較多的受訪者對調解中心的解決爭議程序，可以較法庭裁決途徑快捷及節省金錢，存有懷疑。

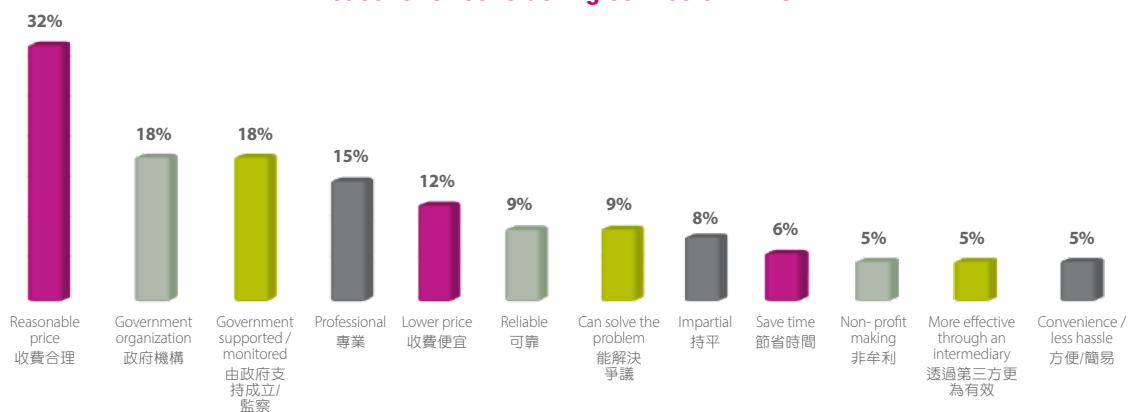
The 2020 survey showed that very few (7%) of the respondents had experienced monetary dispute in the past two years. Respondents with a monthly personal income of HK\$30,000 or above and/or whose occupations are management/professionals/employer and executive/officer have a higher chance of experiencing monetary dispute.

2020年的調查顯示極少數(7%)的受訪者於過去兩年期間，曾經歷過金錢爭議。每月個人收入港幣30,000元或以上、及/或職業為管理級/專業人士/僱主，和行政/主任級的受訪者，有較高機會經歷金錢爭議。

When asked about their willingness of using the service of FDRC, 84% of the respondents (compared with 75% in the 2015 survey) indicated that they would do so if they encountered financial dispute. The given reasons for considering or not considering FDRC service are as follows:

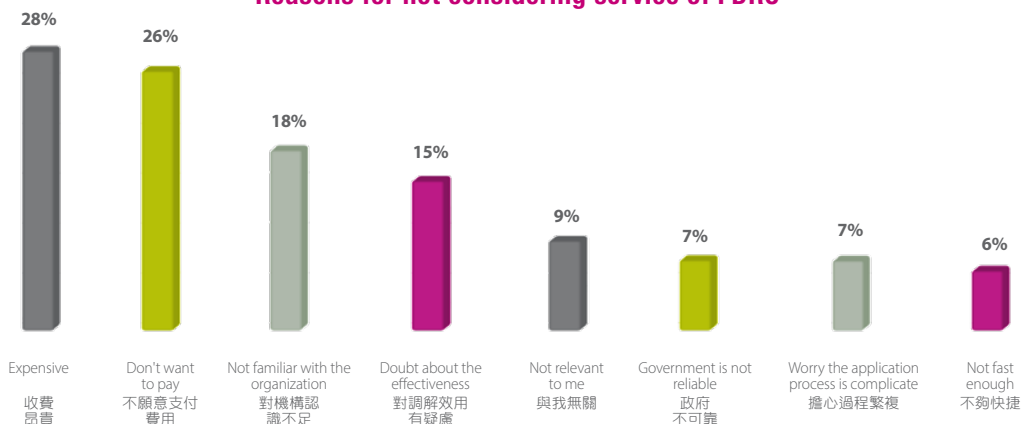
當被問及使用調解中心服務的意願時，84%的受訪者(相比2015年調查的75%)表示假如遇到金錢爭議，是會使用調解中心的服務。受訪者就考慮或不考慮使用調解中心的服務，所提供的理由如下：

使用調解中心服務的考慮因素 Reasons for considering service of FDRC



Those who would consider the service of FDRC (N=845)
考慮使用調解中心服務的受訪者 (N = 845)

不使用調解中心服務的考慮因素 Reasons for not considering service of FDRC



Those who would not consider the service of FDRC (N=163)
不考慮使用調解中心服務的受訪者 (N = 163)

The survey also revealed that TV commercials, online advertisements and radio advertisements are the top three sources of awareness and information on FDRC for the respondents. Online channels such as the information and social networking websites, advertisements on mobile apps and newspaper websites are more effective in reaching the younger respondents (i.e. 18 to 49 years old).

意見調查亦顯示，受訪者認知調解中心及接收相關資訊的三個最主要渠道，分別為電視廣告、網絡宣傳和電台廣告。而在線渠道例如資訊及社交平台網站，透過手機應用程式及報紙網站的宣傳等，可以更有效接觸到較年青的受訪者(即年齡18至49歲)。

The background is a solid light green color. On the left side, there are several overlapping circular shapes in shades of green and magenta. At the top right, there is a circular graphic with a halftone pattern transitioning into a solid magenta color, all enclosed within a thin green circular border.

先
調
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Mediation First



後
仲
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Arbitration Next

財務報告

Financial Statements

REPORT OF THE DIRECTORS

The directors submit herewith their annual report together with the audited financial statements for the year ended 31 December 2020.

Principal place of business

Financial Dispute Resolution Centre (the “Company”) is a company incorporated and domiciled in Hong Kong and has its registered office and principal place of business at Room 408 - 409, 4/F, West Wing, Justice Place, 11 Ice House Street, Central, Hong Kong.

Principal activities

The Company is a non-profit making company limited by guarantee. It independently and impartially administers the Financial Dispute Resolution Scheme (“FDRS”) which provides mediation and arbitration services to financial institutions (which are members of FDRS) and their customers for the resolution of monetary disputes. The Company is established to promote more efficient dispute resolution for the benefit of the Hong Kong community.

Share capital

The Company is limited by guarantee and therefore does not have any share capital.

Reserve

Movement in reserve during the year ended 31 December 2020 are set out in statement of changes in equity on page 45.

The Board of Directors

The directors during the financial year and up to the date of this report are:

Mr Dieter Yih

Mr Joseph Chan Ho Lim

Ms Carmen Chu Lap Kiu

Mr Paul Yeung Kwok Leung

Mr Gary Cheung Wai Kwok

Mr Richard Leung Wai Keung

Mr Philip Leung Kwong Hon

(Retired with effect from 31 March 2020)

Mr Tong Hon Shing

Prof Wong Kam Fai (Appointed with effect from 31 March 2020)

Mr Herman Cho Chun Wah

董事局報告書

董事會全人謹將截至二零二零年十二月三十一日止年度的年報和經審核財務報表呈覽。

主要營業地點

金融糾紛調解中心(「本公司」)在香港註冊成立，並以香港為註冊地，註冊辦事處和主要營業地點設於香港中環雪廠街11號律政中心西座4樓408-09室。

主要業務

本公司是以擔保有限公司形式成立的非牟利機構。本公司獨立公正地管理一套金融糾紛調解計劃(「調解計劃」)，為調解計劃轄下的金融機構成員及其客戶提供調解及仲裁服務，以解決他們之間的金錢爭議。本公司的成立目的是要更有效調解爭議，從而造福香港社群。

股本

本公司以擔保有限公司形式成立，因此並無任何股本。

儲備

本公司截至二零二零年十二月三十一日止年度的儲備變動詳載於第45頁的權益變動表內。

董事局

本財政年度內及截至本報告刊發日在任的董事如下：

葉禮德先生

陳浩濂先生

朱立翹女士

楊國樑先生

張為國先生

梁偉強先生

梁光漢先生

(卸任於二零二零年三月三十一日生效)

唐漢城先生

黃錦輝教授(委任於二零二零年三月三十一日生效)

曹振華先生

In accordance with Article 22(3) of Part B of the Company's Articles of Association, all the existing directors shall continue in office for the following year.

Indemnity of directors

A permitted indemnity provision (as defined in section 469 of the Hong Kong Companies Ordinance) for the benefit of the directors of the Company is currently in force and was in force throughout this year.

Directors' interests in transaction, arrangements or contracts

No contract of significance to which the Company was a party, and in which a director of the Company had a material interest, subsisted at the end of the year or at any time during the year.

Auditors

KPMG retire and, being eligible, offer themselves for re-appointment. A resolution for the re-appointment of KPMG as auditors of the Company is to be proposed at the forthcoming Annual General Meeting.

By order of the board

Mr Dieter YIH
Chairman
Hong Kong
20 May 2021

根據本公司的公司組織章程細則B部第22(3)條，全體現任董事將於來年繼續留任。

董事的彌償

惠及本公司董事的獲准許彌償條文(定義見香港《公司條例》第469條)現正生效，並於整個年度內生效。

董事擁有交易、安排或合約的利益

本公司於本年度結算日或年內任何時間，均沒有訂立本公司董事擁有重大利益的任何重要合約。

核數師

畢馬威會計師事務所任滿告退，並願膺選連任。本董事局將於即將召開的股東周年大會上，提呈由畢馬威會計師事務所連任本公司核數師的決議。

承董事局命

葉禮德先生
主席
香港
二零二一年五月二十日

INDEPENDENT AUDITOR'S REPORT

獨立核數師報告書

to the members of Financial Dispute Resolution Centre (Incorporated in Hong Kong and limited by guarantee)
致金融糾紛調解中心成員（以擔保有限公司形式於香港註冊成立的有限公司）

Opinion

We have audited the financial statements of Financial Dispute Resolution Centre (the "Company") set out on pages 43 to 65, which comprise the statement of financial position as at 31 December 2020, the statement of comprehensive income, the statement of changes in equity and the cash flow statement for the year then ended and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the financial statements give a true and fair view of the financial position of the Company as at 31 December 2020 and of its financial performance and its cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards ("HKFRSs") issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA") and have been properly prepared in compliance with the Hong Kong Companies Ordinance.

Basis for opinion

We conducted our audit in accordance with Hong Kong Standards on Auditing ("HKASs") issued by the HKICPA. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Company in accordance with the HKICPA's Code of Ethics for Professional Accountants (the "Code") and we have fulfilled our other ethical responsibilities in accordance with the Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Information other than the financial statements and auditor's report thereon

The directors are responsible for the other information. The other information comprises all the information included in the annual report, other than the financial statements and our auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

意見

本核數師（以下簡稱「我們」）已審核刊於第43至第65頁金融糾紛調解中心（「貴公司」）的財務報表，此財務報表包括於二零二零年十二月三十一日的財務狀況表與截至該日止年度的全面收益表、權益變動表和現金流量表，以及財務報表附註，包括主要會計政策概要。

我們認為，該等財務報表已根據香港會計師公會頒布的《香港財務報告準則》真實而公允地反映貴公司於二零二零年十二月三十一日的財務狀況、及貴公司截至該日止年度的財務業績和現金流量，並已按照香港《公司條例》妥為編制。

核數師意見的基礎

我們已根據香港會計師公會頒布的《香港審計準則》進行審核。我們根據該等準則應負的責任詳見本報告書「核數師就財務報表審計須承擔的責任」一節。根據香港會計師公會頒布的《專業會計師道德守則》（「道德守則」），我們保持對貴公司的獨立性，並已符合道德守則規定的其他道德要求。我們相信，我們所獲得的審核憑證能充足和適當地為我們的審核意見提供基礎。

財務報表及核數師報告外的其他資訊

董事須對其他資訊負責。其他資訊是指年報中除財務報表及核數師報告外的所有資訊。

我們對財務報表發表的意見並不涵蓋其他資訊，因此我們不會就該等資訊發表任何形式的保證結論。

在財務報表審計過程中，我們的責任是審閱其他資訊，以考慮該等資訊是否與財務報表或我們在審計過程中獲得的資訊存在重大不符，或是否存在重大錯誤陳述。

如果我們根據已執行的工作，認為該等其他資訊存在重大錯誤陳述，那麼我們就須對此進行報告。我們在此方面未發現任何問題。

Responsibilities of the directors for the financial statements

The directors are responsible for the preparation of the financial statements that give a true and fair view in accordance with HKFRSs issued by the HKICPA and the Hong Kong Companies Ordinance and for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the directors are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. This report is made solely to you, as a body, in accordance with section 405 of the Hong Kong Companies Ordinance, and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of this report.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with HKSAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with HKSAs, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations or the override of internal control.

董事就財務報表須承擔的責任

貴公司董事須負責根據香港會計師公會頒佈的《香港財務報告準則》及香港《公司條例》編制真實而公允的財務報表，並負責董事認為編制財務報表所必需的有關內部監控，以確保有關財務報表不存在由於欺詐或錯誤而導致的重大錯誤陳述。

在編制財務報表時，董事須負責評估貴公司持續經營的能力；在合適的情況下披露與持續經營有關的事項；以及使用持續經營編制基礎，董事有意或必須對貴公司進行清算或停止營運的情況除外。

核數師就審計財務報表承擔的責任

我們執行審計的目的是就整體財務報表是否不存在由於欺詐或錯誤而導致的重大錯誤陳述而獲取合理保證，並出具核數師報告書以陳述我們的意見。我們是按照香港《公司條例》第405條的規定，僅向整體股東報告。除此以外，我們的報告書不可用作任何其他任何用途。我們概不就本報告書的內容，對任何其他人士負責或承擔法律責任。

合理保證雖是高等級的保證，但按照《香港會計準則》執行的審計並不一定就能檢測到重大錯誤陳述（若有）。錯誤陳述可源於舞弊或錯誤，在可被合理預期會單獨或合併地影響使用者根據該等財務報表所作的經濟決定時，會被視為重大錯誤陳述。

按照《香港會計準則》的規定，我們在審計過程中行使專業判斷並保持專業懷疑態度。我們同時：

- 識別及評估源於舞弊或錯誤的財務報表重大錯誤陳述風險，針對這些風險設計並執行適當的審計程式，並獲取可充足和適當地為我們的審計意見提供基礎的審計憑證。源於舞弊的重大錯誤陳述不能被檢測的風險大於源於錯誤的重大錯誤陳述不能被檢測的風險，因舞弊往往涉及共謀、偽造、有意遺漏、錯報或違反內部控制。

INDEPENDENT AUDITOR'S REPORT

獨立核數師報告書

to the members of Financial Dispute Resolution Centre (Incorporated in Hong Kong and limited by guarantee)

致金融糾紛調解中心成員（以擔保有限公司形式於香港註冊成立的有限公司）

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.
 - Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
 - Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
 - Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- 了解與審計有關的內部控制，以設計適當的審計程式，但並非為對公司的內部控制的效能發表意見。
 - 評價董事所採用的會計政策的合適性及所作出的會計估計和相關披露的合理性。
 - 評價董事使用持續經營基礎的合理性，並根據所獲得的審計憑證，確定在可能對公司持續經營能力產生重大影響的事件或情況有關方面是否存在重大不確定因素。如果我們認為存在重大不確定性，則有必要在核數師報告中提請使用者注意財務報表中的相關披露。假若有關的披露不足，則我們應當發表非無保留意見。我們的結論基於我們在截至核數師報告日止獲得的審計憑證。隨後發生的事件或具體情況可能會使公司喪失持續經營的能力。
 - 評價財務報表的整體列報方式、結構和內容，其中包括披露部分，以及財務報表是否公允地列報相關交易及事件。

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

我們會與董事溝通審計的計畫範圍、時間表以及重大審計發現，其中包括我們在審計過程中發現的內部控制重大缺陷。

KPMG
Certified Public Accountants

8th Floor, Prince's Building
10 Chater Road
Central, Hong Kong
20 May 2021

畢馬威會計師事務所
執業會計師

香港中環
遮打道10號
太子大廈8樓
二零二一年五月二十日

STATEMENT OF COMPREHENSIVE INCOME 全面收益表

for the year ended 31 December 2020 (Expressed in Hong Kong dollars)
截至二零二零年十二月三十一日止年度（以港幣列示）

	Note 附註	2020	2019
Income 收入			
Revenue 收入	3	\$ 20,000	\$ 28,200
Other revenue 其他收入	4	439,804	1,051,940
		<u>\$ 459,804</u>	<u>\$ 1,080,140</u>
Expenditure 支出			
Staff costs 員工成本	5(b)	\$ 5,395,720	\$ 5,151,232
Depreciation and amortisation 折舊及攤銷		1,921,085	3,531,100
Other administrative and operating expenses 其他行政及經營費用		2,657,534	2,897,855
		<u>\$ 9,974,339</u>	<u>\$ 11,580,187</u>
Deficit and total comprehensive income for the year 年度虧損及全面收益總額	5	<u>\$ (9,514,535)</u>	<u>\$ (10,500,047)</u>

The notes on pages 47 to 65 form part of these financial statements.

第47至第65頁的附註屬本財務報表的一部分。

STATEMENT OF FINANCIAL POSITION 財務狀況表

at 31 December 2020 (Expressed in Hong Kong dollars)
於二零二零年十二月三十一日 (以港幣列示)

	Note 附註	2020	2019
Non-current assets 非流動資產			
Property, plant and equipment 物業、廠房和設備	7	\$ 1,487,411	\$ 1,557,465
Intangible asset 無形資產	8	81,688	174,228
		<u>\$ 1,569,099</u>	<u>\$ 1,731,693</u>
Current assets 流動資產			
Deposits, prepayments and other receivables 按金、預付款和其他應收款	9	\$ 214,491	\$ 1,217,028
Time deposits with original maturity of over three months 原定期限多於三個月之定期存款		15,500,000	18,500,000
Cash and cash equivalents 現金和現金等價物	10	4,549,421	11,688,931
		<u>\$ 20,263,912</u>	<u>\$ 31,405,959</u>
Current liabilities 流動負債			
Lease liabilities 租賃負債	11	\$ -	\$ 1,408,663
Accruals and other payables 應計款項和其他應付款	12	924,824	1,356,267
		<u>\$ 924,824</u>	<u>\$ 2,764,930</u>
Net current assets 流動資產淨值		<u>\$ 19,339,088</u>	<u>\$ 28,641,029</u>
Total assets less current liabilities 資產總值減流動負債		<u>\$ 20,908,187</u>	<u>\$ 30,372,722</u>
Non-current liabilities 非流動負債			
Accruals and other payables 應計款項和其他應付款	12	\$ 50,000	\$ -
NET ASSETS 資產淨值		<u>\$ 20,858,187</u>	<u>\$ 30,372,722</u>
RESERVES 儲備			
Reserves 儲備	13	\$ 20,858,187	\$ 30,372,722
TOTAL RESERVES 儲備總額		<u>\$ 20,858,187</u>	<u>\$ 30,372,722</u>

Approved and authorised for issue by the board of directors on 20 May 2021 Signed on its behalf by:
董事局於二零二一年五月二十日核准並許可發出，並由下列人士代表簽署：

Mr Dieter YIH 葉禮德先生
Chairman 主席

Mr Herman CHO Chun Wah 曹振華先生
Director and CEO 董事及行政總裁

The notes on pages 47 to 65 form part of these financial statements.
第47至第65頁的附註屬本財務報表的一部分。

STATEMENT OF CHANGES IN EQUITY

權益變動表

for the year ended 31 December 2020 (Expressed in Hong Kong dollars)

截至二零二零年十二月三十一日止年度（以港幣列示）

	<i>Reserves</i> 儲備
At 1 January 2019 於2019年1月1日	\$ 40,872,769
Change in equity for 2019: 2019年權益變動：	
Deficit and total comprehensive income for the year 年度虧損及全面收益總額	<u>(10,500,047)</u>
At 31 December 2019 and 1 January 2020 於2019年12月31日及2020年1月1日	\$ 30,372,722
Change in equity for 2020: 2020年權益變動：	
Deficit and total comprehensive income for the year 年度虧損及全面收益總額	<u>(9,514,535)</u>
At 31 December 2020 於2020年12月31日	<u>\$ 20,858,187</u>

The notes on pages 47 to 65 form part of these financial statements.

第47至第65頁的附註屬本財務報表的一部分。

CASH FLOW STATEMENT

現金流量表

for the year ended 31 December 2020 (Expressed in Hong Kong dollars)
截至二零二零年十二月三十一日止年度 (以港幣列示)

	Note 附註	2020	2019
Operating activities 經營活動			
Deficit for the year 年度虧損		\$ (9,514,535)	\$ (10,500,047)
Adjustments for 調整項目：			
Depreciation and amortisation 折舊及攤銷		1,921,085	3,531,100
Interest income 利息收入		(406,004)	(741,190)
Interest expense on lease liability 租賃負債利息支出		17,657	159,498
Operating deficit before changes in working capital 營運資金變動前的經營虧損		\$ (7,981,797)	\$ (7,550,639)
Decrease in deposits, prepayments and other receivables 按金、預付款和其他應收款減少		976,965	140,849
(Decrease)/increase in accruals and other payables 應計款項和其他應付款(減少)/增加		(381,443)	199,023
Net cash used in operating activities 經營活動所用的現金淨額		\$ (7,386,275)	\$ (7,210,767)
Investing activities 投資活動			
Decrease in time deposits with original maturity of over three months 原定期限多於三個月之定期存款減少		\$ 3,000,000	\$ 500,000
Payment for purchase of property, plant and equipment 購置物業、廠房和設備款項		(1,696,652)	(143,630)
Payment for purchase of intangible assets 購置無形資產款項		(61,875)	(61,875)
Written off fixed assets 沖銷物業、廠房和設備款項		35	-
Interest income received 已收利息收入		431,577	965,000
Net cash generated from investing activities 投資活動產生的現金淨額		\$ 1,673,085	\$ 1,259,495
Financing activities 融資活動			
Capital element of lease rentals paid 已付租賃租金的資本部分		\$ (1,408,663)	\$ (3,263,670)
Interest element of lease rentals paid 已付租賃租金的利息部分		(17,657)	(159,498)
Net cash used in financing activities 融資活動所用的現金淨額		\$ (1,426,320)	\$ (3,423,168)
Net decrease in cash and cash equivalents 現金和現金等價物減少淨額		\$ (7,139,510)	\$ (9,374,440)
Cash and cash equivalents as at 1 January 於1月1日的現金和現金等價物		11,688,931	21,063,371
Cash and cash equivalents as at 31 December 於12月31日的現金和現金等價物	10	\$ 4,549,421	\$ 11,688,931

The notes on pages 47 to 65 form part of these financial statements.

第47至第65頁的附註屬本財務報表的一部分。

NOTES TO THE FINANCIAL STATEMENTS

財務報表附註

(Expressed in Hong Kong dollars 以港幣列示)

1. Principal activities

The Company is a non-profit making company limited by guarantee. It independently and impartially administers the FDRS which provides mediation and arbitration services to financial institutions (which are members of FDRS) and their customers for the resolution of monetary disputes. The Company is established to promote more efficient dispute resolution for the benefit of the Hong Kong community.

2. Significant accounting policies

(a) Statement of compliance

These financial statements have been prepared in accordance with all applicable Hong Kong Financial Reporting Standards (“HKFRSs”), which collective term includes all applicable individual Hong Kong Financial Reporting Standards, Hong Kong Accounting Standards (“HKASs”) and Interpretations issued by the Hong Kong Institute of Certified Public Accountants (“HKICPA”), accounting principles generally accepted in Hong Kong and the requirements of the Hong Kong Companies Ordinance. Significant accounting policies adopted by the Company are disclosed below.

The HKICPA has issued certain new and revised HKFRSs that are first effective or available for early adoption for the current accounting period of the Company. Note 2(c) provides information on any changes in accounting policies resulting from initial application of these developments to the extent that they are relevant to the Company for the current and prior accounting periods reflected in these financial statements.

(b) Basis of preparation of the financial statements

The measurement basis used in the preparation of the financial statements is the historical cost basis.

The preparation of financial statements in conformity with HKFRSs requires management to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets, liabilities, income and expenses. The estimates and associated assumptions are based on historical experience and various other factors that are believed to be reasonable under the circumstances, the results of which form the basis of making the judgements about carrying values of assets and liabilities that are not readily apparent from other sources. Actual results may differ from these estimates.

1. 主要業務

本公司是以擔保有限公司形式成立的非牟利機構。本公司獨立公正地管理一套調解計劃，為調解計劃轄下的金融機構成員及其客戶提供調解及仲裁服務，以解決他們之間的金錢爭議。本公司的成立目的是要更有效調解爭議，從而造福香港社群。

2. 主要會計政策

(a) 合規聲明

本財務報表是按照香港會計師公會頒佈的所有適用的《香港財務報告準則》（此統稱包含所有適用的個別《香港財務報告準則》、《香港會計準則》和詮釋）、香港公認會計原則及香港《公司條例》的規定編製。本公司採用的主要會計政策於下文披露。

香港會計師公會頒佈若干新訂和經修訂的《香港財務報告準則》。這些準則在本公司當前的會計期間開始生效或可供提早採用。在與本公司有關的範圍內初始應用這些新訂和經修訂的準則所引致當前和以往會計期間的任何會計政策變動，已於本財務報表內反映，有關資料載列於附註2(c)。

(b) 財務報表的編製基準

編製本財務報表時是以歷史成本作為計量基準。

管理層需在編製符合《香港財務報告準則》的財務報表時作出會對會計政策的應用，以及資產、負債、收入和支出的報告數額構成影響的判斷、估計和假設。這些估計和相關假設是根據以往經驗和管理層因應當時情況認為合理的多項其他因素作出的，其結果構成了管理層在無法依循其他途徑即時得知資產與負債的賬面值時所作出判斷的基礎。實際結果可能有別於估計數額。

NOTES TO THE FINANCIAL STATEMENTS 財務報表附註

(Expressed in Hong Kong dollars 以港幣列示)

2. Significant accounting policies (Continued)

(b) Basis of preparation of the financial statements (Continued)

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

(c) Changes in accounting policies

The HKICPA has issued a number of amendments to HKFRSs that are first effective for the current accounting period of the Company.

None of the developments have had a material effect on how the Company's results and financial position for the current or prior periods have been prepared or presented. The Company has not applied any new standard or interpretation that is not yet effective for the current accounting period (see note 16).

(d) Property, plant and equipment

Property, plant and equipment including right-of-use assets arising from leases of underlying property, plant and equipment (see note 2(e)), are stated at cost less accumulated depreciation and impairment losses.

Depreciation is calculated to write off the cost of items of property, plant and equipment, less their estimated residual value, if any, using the straight-line method over their estimated useful lives as follows:

- Leasehold improvements	Over the shorter of unexpired term of the lease and their estimated useful lives
- Furniture and fixtures	5 years
- Office equipment	3 years
- Computer equipment	3 years

Both the useful life of an asset and its residual value, if any, are reviewed annually.

The carrying amounts of property, plant and equipment are reviewed for indications of impairment at the end of each reporting period. An impairment loss is recognised in comprehensive income if the carrying amount of an asset exceeds its recoverable amount. The recoverable amount of an asset is the greater of its fair value less costs of disposal and value in use. In assessing value in use, the estimated future

2. 主要會計政策 (續)

(b) 財務報表的編製基準 (續)

管理層會不斷審閱各項估計和相關假設。如果會計估計的修訂只是影響某一期間，其影響便會在該期間內確認；如果修訂對當前和未來期間均有影響，則在作出修訂的期間和未來期間確認。

(c) 會計政策變動

香港會計師公會已發佈了數項於本公司的本會計期間首次生效的《香港財務報告準則》的修訂。

該等修訂均未對本公司本期或前期的業績和財務狀況的準備或呈報方式產生重大影響。本公司並無採用任何於本會計期間尚未生效的新訂準則或詮釋(見附註16)。

(d) 物業、廠房和設備

物業、廠房和設備包括標的物業、廠房和設備(參閱附註2(e))租賃產生的使用權資產。物業、廠房和設備是以成本扣除累計折舊及減值虧損後列賬。

物業、廠房和設備項目的折舊是以直線法在以下預計可用期限內沖銷其成本(已扣除估計殘值(如有))計算：

- 租賃改善	按尚餘租賃期和預計可用期限兩者中的較短期間計提折舊
- 傢具及固定裝置	5年
- 辦公室設備	3年
- 電腦設備	3年

本公司會每年審閱資產的可用期限和殘值(如有)。

本公司會於每個報告期末審閱物業、廠房及設備的賬面值是否出現減值跡象。如資產賬面值高於其可收回數額，便會於全面收益中確認減值虧損。資產的可收回數額是其公允價值(已扣除出售成本)與使用價值兩者中的較高額。在評估使用價值時，預計未來現金流量會按照能反映當時市場對貨幣時間值和資產特定風險的評估的稅前折現率，折現至其現

NOTES TO THE FINANCIAL STATEMENTS

財務報表附註

(Expressed in Hong Kong dollars 以港幣列示)

2. Significant accounting policies (Continued)

(d) Property, plant and equipment

cash flows are discounted to their present value using a discount rate that reflects current market assessments of the time value of money and the risks specific to the assets. An impairment loss is reversed if there has been a favourable change in estimates used to determine the recoverable amount.

Gains or losses arising from the retirement or disposal of an item of property, plant and equipment are determined as the difference between the net disposal proceeds and the carrying amount of the item and are recognised in comprehensive income on the date of retirement or disposal.

(e) Leased assets

At inception of a contract, the Company assesses whether the contract is, or contains, a lease. A contract is, or contains, a lease if the contract conveys the right to control the use of an identified asset for a period of time in exchange for consideration. Control is conveyed where the customer has both the right to direct the use of the identified asset and to obtain substantially all of the economic benefits from that use.

(i) As a lessee

Where the contract contains lease component(s) and non-lease component(s), the Company has elected not to separate non-lease components and accounts for each lease component and any associated non-lease components as a single lease component for all leases.

At the lease commencement date, the Company recognises a right-of-use asset and a lease liability, except for short-term leases that have a lease term of 12 months or less and leases of low-value assets. When the Company enters into a lease in respect of a low-value asset, the Company decides whether to capitalise the lease on a lease-by-lease basis. The lease payments associated with those leases which are not capitalised are recognised as an expense on a systematic basis over the lease term.

Where the lease is capitalised, the lease liability is initially recognised at the present value of the lease payments payable over the lease term, discounted using the interest rate implicit in the lease or, if that rate cannot be readily determined, using a relevant incremental borrowing rate. After initial recognition, the lease liability is measured at amortised cost and interest expense is calculated using the effective interest method. Variable lease payments that do not depend on an index or rate are not included in the measurement of the lease liability and hence are charged to profit or loss in the accounting period in which they are incurred.

2. 主要會計政策 (續)

(d) 物業、廠房和設備

值。如果用以釐定可收回數額的估計數額出現了正面的變化，有關的減值虧損便會轉回。

報廢或處置物業、廠房和設備項目所產生的損益以處置所得款項淨額與項目賬面金額之間的差額釐定，並於報廢或處置日在損益中確認。

(e) 租賃資產

於合約開始時，本公司評估合約是否為租賃或是否包含租賃。如合約讓渡了一段時間以控制對被識別資產的使用權以換取對價，則合約為租賃或包含租賃。若客戶不但擁有主導可識別資產使用的權利，還有權獲得使用可識別資產所產生的幾乎全部經濟利益，則資產的使用權發生讓渡。

(i) 作為承租人

對於所有租賃，若合約同時包含租賃組成部分和非租賃組成部分，本公司選擇不拆分非租賃組成部分，而將各個租賃組成部分和與其相關的非租賃組成部分作為單一的租賃組成部分進行會計處理。

於租賃開始日，本公司確認使用權資產和租賃負債，租賃期少於或等於12個月的短期租賃和低價值資產租賃除外。當本公司簽訂有關低價值資產的租賃時，本公司決定是否按每項租賃的基準將租賃資本化。與未資本化租賃有關的租賃支付，在租賃期內以系統性基準確認為支出。

若租賃被資本化，租賃負債按照租賃期內的應付租賃付款額按租賃內含利率(若租賃內含利率無法直接確定，則使用相關的增量借款利率)折現後的現值進行初始確認。初始確認後，租賃負債按攤余成本計量，並採用實際利率法計算利息費用。不取決於指數或比率的可變租賃付款額不納入租賃負債的計量，因此在其發生的會計期間內在損益中列支。

NOTES TO THE FINANCIAL STATEMENTS

財務報表附註

(Expressed in Hong Kong dollars 以港幣列示)

2. Significant accounting policies (Continued)

(e) Leased assets (Continued)

(i) As a lessee (Continued)

The right-of-use asset recognised when a lease is capitalised is initially measured at cost, which comprises the initial amount of the lease liability plus any lease payments made at or before the commencement date, and any initial direct costs incurred. Where applicable, the cost of the right-of-use assets also includes an estimate of costs to dismantle and remove the underlying asset or to restore the underlying asset or the site on which it is located, discounted to their present value, less any lease incentives received. The right-of-use asset is subsequently stated at cost less accumulated depreciation and impairment losses (see note 2(d)).

The lease liability is remeasured when there is a change in future lease payments arising from a change in an index or rate, or there is a change in the Company's estimate of the amount expected to be payable under a residual value guarantee, or there is a change arising from the reassessment of whether the Company will be reasonably certain to exercise a purchase, extension or termination option. When the lease liability is remeasured in this way, a corresponding adjustment is made to the carrying amount of the right-of-use asset, or is recorded in profit or loss if the carrying amount of the right-of-use asset has been reduced to zero.

In the statement of financial position, the Company presents right-of-use assets within the same line item as similar underlying assets and presents lease liabilities separately.

(ii) As a lessor

When the company acts as a lessor, it determines at lease inception whether each lease is a finance lease or an operating lease. A lease is classified as a finance lease if it transfers substantially all the risks and rewards incidental to the ownership of an underlying assets to the lessee. If this is not the case, the lease is classified as an operating lease.

Where the Company has the use of assets under operating leases, payments made under the leases are charged to comprehensive income in equal instalments over the accounting periods covered by the lease terms, except where an alternative basis is more representative of the pattern of benefits to be derived from the leased asset. Lease incentives received are recognised in comprehensive income as an integral part of the aggregate net lease payments made. Contingent rentals are charged to comprehensive income in the accounting period in which they are incurred.

2. 主要會計政策 (續)

(e) 租賃資產 (續)

(ii) 作為承租人 (續)

在資本化租賃時確認的使用權資產按成本初始計量。使用權資產的成本包括租賃負債的初始金額，加上在租賃期開始日或之前支付的租賃付款額以及已發生的初始直接費用。在適用情況下，使用權資產的成本還包括拆卸及移除標的資產、復原標的資產或其所在場所估計將發生的成本折現後的現值，減去收到的租賃激勵。使用權資產以成本減去累計折舊和減值虧損(參閱附註2(d))後入賬。

倘指數或比率變化導致未來租賃付款額發生變動，或者本公司根據餘值擔保估計的應付金額發生變動，或者對於本公司是否合理確定將行使購買、續租或終止租賃選擇權的重估結果發生變化，則應重新計量租賃負債。倘在這種情況下重新計量租賃負債，應對使用權資產的賬面金額作出相應調整；倘使用權資產的賬面金額已減至零，則將相關調整計入損益。

財務狀況表中，本公司在與類似相關資產相同的項目下列示使用權資產，並分別列示租賃負債。

(ii) 作為出租人

本公司作為出租人時，會於租賃開始日確定各項租賃是融資租賃還是經營租賃。如果租賃使相關資產所有權附帶的絕大部分風險及回報轉移至承租人，則此項租賃分類為融資租賃。否則，該租賃被劃歸為經營租賃。

如果本公司是以經營租賃獲得資產的使用權，則根據租賃作出的付款會在租賃期所涵蓋的會計期間內，以等額在損益中列支；但如有其他基準能更清楚地反映租賃資產所產生的收益模式則除外。已收到的租賃激勵均在全面收益中確認為租賃淨付款總額的組成部分。或然租金在其產生的會計期間內在全面收益中列支。

NOTES TO THE FINANCIAL STATEMENTS 財務報表附註

(Expressed in Hong Kong dollars 以港幣列示)

2. Significant accounting policies (Continued)

(f) Intangible assets

Intangible assets that are acquired by the Company are stated at cost less accumulated amortisation (where the estimated useful life is finite) and impairment losses.

Amortisation of intangible assets with finite useful lives is charged to comprehensive income on a straight-line basis over the assets' estimated useful lives. The following intangible asset with finite useful life is amortised from the date it is available for use and its estimated useful life is as follows:

- Computer software	3 years
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Both the period and method of amortisation are reviewed annually.

Intangible assets are not amortised while their useful lives are assessed to be indefinite. Any conclusion that the useful life of an intangible asset is indefinite is reviewed annually to determine whether events and circumstances continue to support the indefinite useful life assessment for that asset. If they do not, the change in the useful life assessment from indefinite to finite is accounted for prospectively from the date of change and in accordance with the policy for amortisation of intangible assets with finite lives as set out above.

The carrying amounts of intangible assets are reviewed for indications of impairment at the end of each reporting period. An impairment loss is recognised in comprehensive income if the carrying amount of an asset exceeds its recoverable amount. The recoverable amount of an asset is the greater of its fair value less costs to sell and value in use. In assessing value in use, the estimated future cash flows are discounted to their present value using a discount rate that reflects current market assessments of the time value of money and the risks specific to the assets. An impairment loss is reversed if there has been a favourable change in estimates used to determine the recoverable amount.

(g) Deposits, prepayments and other receivables

Deposits, prepayments and other receivables are initially recognized at fair value. Receivables are thereafter stated at amortised cost using the effective interest method, less loss allowance, except where the effect of discounting would be immaterial. In such cases, the receivables are stated at cost less loss allowance.

2. 主要會計政策 (續)

(f) 無形資產

本公司購入的無形資產按成本減去累計攤銷(適用於預計可用而有既定的期限)和減值虧損後列賬。

有既定可用期限的無形資產攤銷按直線法於資產的預計可用期限內在全面收益中列支。以下有既定可用期限的無形資產由可供使用當日起，在預計可用期限內攤銷：

- 電腦軟件	3年
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本公司會每年審閱攤銷的期限和方法。

本公司不會攤銷可用期限未定的無形資產，並會每年審閱關於無形資產可用期限未定的任何結論，以釐定有關事項和情況是否繼續支持該資產可用期限未定的評估結論。如否的話，由未定轉為有既定可用期限的評估變動會自變動日期起，根據上文所載有既定期限的無形資產的攤銷政策提早入賬。

本公司會於每個報告期末審閱無形資產的賬面值是否出現減值跡象。如資產賬面值高於其可收回數額，便會於全面收益中確認減值虧損。資產的可收回數額是其公允價值與使用價值兩者中的較高額。在評估使用價值時，預計未來現金流量會按照能反映當時市場對貨幣時間值和資產特定風險的評估的稅前折現率，折現至其現值。如果用以釐定可收回數額的估計數額出現了正面的變化，有關的減值虧損便會轉回。

(g) 按金、預付款和其他應收款

按金、預付款和其他應收款按公允價值進行初始確認。對於應收款，其後以實際利率法按攤銷成本減去損失準備後所得數額入賬；但其折現影響並不重大則除外。在此情況下，應收款會按成本減去損失準備後所得數額入賬。

NOTES TO THE FINANCIAL STATEMENTS

財務報表附註

(Expressed in Hong Kong dollars 以港幣列示)

2. Significant accounting policies (Continued)

(g) Deposits, prepayments and other receivables (Continued)

Receivables are stated at amortised cost using the effective interest method less allowance for credit losses as determined below:

The loss allowance is measured at an amount equal to lifetime expected credit losses (“ECLs”), which are those losses that are expected to occur over the expected life of the receivables. The loss allowance is estimated using a provision matrix based on the Company’s historical credit loss experience, adjusted for factors that are specific to the debtors and an assessment of both the current and forecast general economic conditions at the reporting date. ECLs are remeasured at each reporting date with any changes recognised as an impairment gain or loss in profit or loss. The Company recognises an impairment gain or loss with a corresponding adjustment to the carrying amount of receivables through a loss allowance account.

The gross carrying amount of receivables is written-off (either partially or in full) to the extent that there is no realistic prospect of recovery. This is generally the case when the Company determines that the debtor does not have assets or sources of income that could generate sufficient cash flows to repay the amounts subject to the write-off.

(h) Receipts in advance, accruals and other payables

Receipts in advance, accruals and other payables are initially recognised at fair value and are subsequently stated at amortised cost unless the effect of discounting would be immaterial, in which case they are stated at cost.

(i) Cash and cash equivalents

Cash and cash equivalents comprise cash at bank and on hand, demand deposits with banks and other financial institutions, and short-term, highly liquid investments that are readily convertible into known amounts of cash and which are subject to an insignificant risk of changes in value, having been within three months of maturity at acquisition.

(j) Income tax

The Company is exempt from Hong Kong Profits Tax by virtue of Section 88 of the Hong Kong Inland Revenue Ordinance.

2. 主要會計政策 (續)

(g) 按金、預付款和其他應收款 (續)

應收款採用實際利率法減去按下文釐定的信用損失，按攤銷成本列賬：

本公司按照相當於整個存續期內預期信用損失的金額（即預期將於應收賬款的預計存續期內發生的損失）計量損失準備。本公司基於歷史信用損失經驗、使用準備矩陣計算損失準備，相關歷史經驗根據茲報告日借款人的特定因素、以及對當前狀況和未來經濟狀況預測的評估進行調整。本公司在每個報告日重新計量預期信用損失，由此形成的損失準備的增加或轉回金額，應當作為減值損失或利得計入當期損益。對於其他應收款，本公司通過損失準備抵減該項其他應收款在財務狀況表中列示的帳面價值。

如果本公司不再合理預期按金、預付款和其他應收款的合約現金流量能夠全部或部分收回，則直接減記按金、預付款和其他應收款的帳面餘額。這種情況通常發生在本公司確定債務人沒有資產或收入來源可產生足夠的現金流量以償還將被減記的金額。

(h) 預收款項、應計款項和其他應付款

預收款項、應計款項和其他應付款按公允價值初始確認，其後按攤銷成本入賬；但如折現影響並不重大，則按成本入賬。

(i) 現金和現金等價物

現金和現金等價物包括銀行存款和現金、存放於銀行和其他金融機構的活期存款，以及短期和高流動性的投資。這些投資可以隨時換算為已知的現金金額、價值變動方面的風險不大，並在購入後三個月內到期。

(j) 所得稅

根據香港《稅務條例》第88條，本公司獲豁免繳納香港利得稅。

NOTES TO THE FINANCIAL STATEMENTS

財務報表附註

(Expressed in Hong Kong dollars 以港幣列示)

2. Significant accounting policies (Continued)

(k) Provisions and contingent liabilities

Provisions are recognised for other liabilities of uncertain timing or amount when the Company has a legal or constructive obligation arising as a result of a past event, it is probable that an outflow of economic benefits will be required to settle the obligation and a reliable estimate can be made. Where the time value of money is material, provisions are stated at the present value of the expenditure expected to settle the obligation.

Where it is not probable that an outflow of economic benefits will be required, or the amount cannot be estimated reliably, the obligation is disclosed as a contingent liability, unless the probability of outflow of economic benefits is remote. Possible obligations, whose existence will only be confirmed by the occurrence or non-occurrence of one or more future events are also disclosed as contingent liabilities unless the probability of outflow of economic benefits is remote.

(l) Revenue recognition

Income is classified by the Company as revenue when it arises from the provision of services in the ordinary course of the Company's business.

Further details of the Company's revenue and other income recognition policies are as follows:

- (i) Service fee income is recognised when application fees for mediation services are received or in-house mediation services are arranged.
- (ii) Interest income is recognised as it accrues using the effective interest method.

(m) Contributions from founder members

Contributions from founder members are recognised in the statement of financial position initially when there is reasonable assurance that they will be received and that the Company will comply with the conditions attaching to them if any. Contributions are recognised in comprehensive income on a systematic basis over the periods in which the Company recognises as expenses the related cost for which the contributions are intended to compensate.

2. 主要會計政策 (續)

(k) 準備和或有負債

如果本公司須就已發生的事件承擔法定或推定義務，因而預期會導致含有經濟效益的資源外流，在可以作出可靠的估計時，本公司便會就該時間或數額不確定的其他負債計提準備。如果貨幣時間值重大，則按預計所需支出的現值計提準備。

如果含有經濟效益的資源外流的可能性較低，或是無法對有關數額作出可靠的估計，便會將該義務披露為或有負債，但資源外流的可能性極低則除外。如果本公司的義務須視乎某宗或多宗未來事件是否發生才能確定是否存在，亦會披露為或有負債，但資源外流的可能性極低則除外。

(l) 收入確認

本公司將日常經營活動中提供服務產生的收益分類為收入。

有關本公司收入及其他所得的確認政策詳情載列如下：

- (i) 服務費收入是於本公司已收取調解服務申請費或已安排提供調解服務時確認。
- (ii) 利息收入是以實際利率法在產生時確認。

(m) 創辦成員的出資

當有合理憑證證明將會收到創辦成員的出資，而本公司將遵守有關出資附帶的條件(如有)時，便會於財務狀況表確認有關款項。本公司擬以這些補助金彌償的相關成本獲確認為支出的期間內，有關出資會有系統地於全面收益中確認。

NOTES TO THE FINANCIAL STATEMENTS

財務報表附註

(Expressed in Hong Kong dollars 以港幣列示)

2. Significant accounting policies (Continued)

(n) Employee benefits

Salaries, annual bonuses and variable pay, paid annual leave, contributions to defined contribution retirement plan and the cost of non-monetary benefits are accrued in the period in which the associated services are rendered by employees. Where payment or settlement is deferred and the effect would be material, these amounts are stated at their present values.

(o) Related parties

(A) A person, or a close member of that person's family, is related to the Company if that person:

- (i) has control or joint control over the Company;
- (ii) has significant influence over the Company; or
- (iii) is a member of the key management personnel of the Company or the Company's parent.

(B) An entity is related to the Company if any of the following conditions applies:

- (i) The entity and the Company are members of the same group (which means that each parent, subsidiary and fellow subsidiary is related to the others).
- (ii) One entity is an associate or joint venture of the other entity (or an associate or joint venture of a member of a group of which the other entity is a member).
- (iii) Both entities are joint ventures of the same third party.
- (iv) One entity is a joint venture of a third entity and the other entity is an associate of the third entity.
- (v) The entity is a post-employment benefit plan for the benefit of employees of either the Company or an entity related to the Company.
- (vi) The entity is controlled or jointly controlled by a person identified in (A).
- (vii) A person identified in (A)(i) has significant influence over the entity or is a member of the key management personnel of the entity (or of a parent of the entity).
- (viii) The entity, or any member of a group of which it is a part, provides key management personnel services to the Company or to the Company's parent.

2. 主要會計政策 (續)

(n) 僱員福利

薪金、年度獎金、浮動酬勞、有薪年假、界定供款退休計劃的供款和非貨幣福利成本在僱員提供相關服務的期間內累計。如果延遲付款或結算會造成重大的影響，則這些數額會以現值列賬。

(o) 關聯方

(A) 如屬以下人士，即該人士或人士的近親是本公司的關聯方：

- (i) 控制或共同控制本公司；
- (ii) 對本公司有重大影響力；或
- (iii) 是本公司或本公司母公司的關鍵管理人員。

(B) 如符合下列任何條件，即企業實體是本公司的關聯方：

- (i) 該實體與本公司隸屬同一公司（即各母公司、附屬公司和同系附屬公司彼此間有關聯）。
- (ii) 一家實體是另一實體的聯營公司或合營企業（或另一實體所屬公司旗下成員公司的聯營公司或合營企業）。
- (iii) 兩家實體是同一協力廠商的合營企業。
- (iv) 一家實體是協力廠商實體的合營企業，而另一實體是協力廠商實體的聯營公司。
- (v) 該實體是為本公司或作為本公司關聯方的任何實體的僱員福利而設的離職後福利計劃。
- (vi) 該實體受到上述第(A)項內所認定人士控制或共同控制。
- (vii) 上述第(A)(i)項內所認定人士對該實體有重大影響力或是該實體（或該實體母公司）的關鍵管理人員。
- (viii) 該實體或其作為一部分的任何公司成員公司向本公司或本公司母公司提供關鍵管理人員服務。

NOTES TO THE FINANCIAL STATEMENTS

財務報表附註

(Expressed in Hong Kong dollars 以港幣列示)

2. Significant accounting policies (Continued)

(o) Related parties (Continued)

Close members of the family of a person are those family members who may be expected to influence, or be influenced by, that person in their dealings with the entity.

3. Revenue

The Company's principal activities are to provide mediation and arbitration services to financial institutions (which are members of FDRS) and their customers for the resolution of monetary dispute.

	2020	2019
Application fee for mediation service 調解服務申請費	\$ 7,000	\$ 4,200
In-house mediation service 本公司提供的調解服務	13,000	24,000
	<u> </u>	<u> </u>
Total 總額	<u>\$ 20,000</u>	<u>\$ 28,200</u>

4. Other revenue

	2020	2019
Renewal fee for FDRC List of Mediators/Arbitrators 調解計劃轄下調解員/仲裁員名單的續期費	\$ 2,600	\$ 6,400
Room rental income 房間租賃收入	30,200	283,850
Interest income 利息收入	406,004	741,190
Sundry income 雜項收入	1,000	20,500
	<u> </u>	<u> </u>
	<u>\$ 439,804</u>	<u>\$ 1,051,940</u>

5. Deficit

Deficit is arrived at after charging:

(a) Finance cost 融資成本：

Interest on lease liabilities 租賃負債利息	\$ 17,657	\$ 159,498
	<u> </u>	<u> </u>
	<u>\$ 17,657</u>	<u>\$ 159,498</u>

2. 主要會計政策 (續)

(o) 關聯方 (續)

一名個人的近親是指與有關實體交易並可能影響該個人或受該個人影響的家庭成員。

3. 收入

本公司主要業務為向金融機構(調解計劃轄下的成員)及其客戶提供調解及仲裁服務,以解決他們之間的金錢爭議。

4. 其他收入

	2020	2019
Renewal fee for FDRC List of Mediators/Arbitrators 調解計劃轄下調解員/仲裁員名單的續期費	\$ 2,600	\$ 6,400
Room rental income 房間租賃收入	30,200	283,850
Interest income 利息收入	406,004	741,190
Sundry income 雜項收入	1,000	20,500
	<u> </u>	<u> </u>
	<u>\$ 439,804</u>	<u>\$ 1,051,940</u>

5. 虧損

有關虧損是計及以下各項後得出：

	2020	2019
(a) Finance cost 融資成本：		
Interest on lease liabilities 租賃負債利息	\$ 17,657	\$ 159,498
	<u> </u>	<u> </u>
	<u>\$ 17,657</u>	<u>\$ 159,498</u>

NOTES TO THE FINANCIAL STATEMENTS

財務報表附註

(Expressed in Hong Kong dollars 以港幣列示)

5. Deficit (Continued)

5. 虧損 (續)

	2020	2019
(b) Staff costs 員工成本		
Salaries, wages and other benefits 薪金、工資和其他福利	\$ 5,270,270	\$ 5,025,390
Contributions to defined contribution retirement plan 界定供款退休計劃供款	125,450	125,842
	<u>\$ 5,395,720</u>	<u>\$ 5,151,232</u>
(c) Other items 其他項目		
Auditors' remuneration 核數師酬金	\$ 133,100	\$ 133,100
Depreciation on 折舊		
- owned property, plant and equipment 自建物業、廠房和設備	392,455	51,881
- right-of-use assets 使用權資產	1,374,216	3,298,117
Amortisation 攤銷	154,414	181,102
Other administrative and operating expense 其他行政及經營費用	2,506,777	2,605,257
	<u>\$ 4,560,962</u>	<u>\$ 6,269,457</u>

6. Directors' emoluments

Directors' emoluments disclosed pursuant to section 383(1) of the Hong Kong Companies Ordinance and Part 2 of the Companies (Disclosure of Information about Benefits of Directors) Regulation are as follows:

6. 董事酬金

根據香港《公司條例》第383(1)條及第2部《公司(披露董事利益資料)規例》列報的董事酬金如下：

	2020	2019
Salaries and allowances 薪金和津貼	\$ 1,672,884	\$ 1,573,860
Performance-based bonus 績效獎金	206,650	198,702
Retirement scheme contribution 退休計劃供款	18,000	18,000

All directors' emoluments disclosed above were paid to or receivable by the executive director(s) in respect of services rendered as executive(s) of the Company.

上述披露的所有董事酬金已支付或應付予作為本公司行政人員而提供服務的執行董事。

NOTES TO THE FINANCIAL STATEMENTS

財務報表附註

(Expressed in Hong Kong dollars 以港幣列示)

7. Property, plant and equipment

(a) Property, plant and equipment

7. 物業、廠房和設備

(a) 物業、廠房和設備

	<i>Leasehold improvements</i> 租賃改善	<i>Furniture and fixtures</i> 傢俱及固定裝置	<i>Office equipment</i> 辦公室設備	<i>Computer equipment and software</i> 電腦設備及軟件	<i>Properties leased for own use</i> 租賃自用物業	<i>Total</i> 總額
Cost 成本：						
At 1 January 2020 於2020年1月1日	\$ 3,032,964	\$ 261,225	\$ 414,787	\$ 1,788,311	\$ 4,672,333	\$ 10,169,620
Additions 增置	1,389,332	89,000	102,562	115,758	-	1,696,652
Write-off 沖銷	(3,032,964)	(181,001)	(338,920)	(622,144)	(4,672,333)	(8,847,362)
At 31 December 2020 於2020年12月31日	<u>\$ 1,389,332</u>	<u>\$ 169,224</u>	<u>\$ 178,429</u>	<u>\$ 1,281,925</u>	<u>\$ -</u>	<u>\$ 3,018,910</u>
Accumulated depreciation 累計折舊：						
At 1 January 2020 於2020年1月1日	\$ (3,032,964)	\$ (260,980)	\$ (405,696)	\$ (1,614,398)	\$ (3,298,117)	\$ (8,612,155)
Charge for the year 本年度折舊	(267,409)	(12,275)	(30,632)	(82,139)	-	(392,455)
Write-off 沖銷	3,032,964	180,966	338,920	622,144	3,298,117	7,473,111
At 31 December 2020 於2020年12月31日	<u>\$ (267,409)</u>	<u>\$ (92,289)</u>	<u>\$ (97,408)</u>	<u>\$ (1,074,393)</u>	<u>\$ -</u>	<u>\$ (1,531,499)</u>
Net book value 賬面淨值：						
At 31 December 2020 於2020年12月31日	<u>\$ 1,121,923</u>	<u>\$ 76,935</u>	<u>\$ 81,021</u>	<u>\$ 207,532</u>	<u>\$ -</u>	<u>\$ 1,487,411</u>

NOTES TO THE FINANCIAL STATEMENTS

財務報表附註

(Expressed in Hong Kong dollars 以港幣列示)

7. Property, plant and equipment (Continued)

(a) Property, plant and equipment (Continued)

7. 物業、廠房和設備 (續)

(a) 物業、廠房和設備 (續)

	<i>Leasehold improvements</i> 租賃改善	<i>Furniture and fixtures 傢俱 及固定裝置</i>	<i>Office equipment 辦公室設備</i>	<i>Computer equipment and software 電腦設備 及軟件</i>	<i>Properties leased for own use 租賃自用物業</i>	<i>Total 總額</i>
Cost 成本：						
At 1 January 2019 於 2019 年 1 月 1 日	\$ 3,032,964	\$ 261,225	\$ 414,787	\$ 1,644,681	\$ -	\$ 5,353,657
Impact on initial application of HKFRS 16 首次應用《香港財務報告準 則》第 16 號的影響	-	-	-	-	4,672,333	4,672,333
At 1 January 2019 於 2019 年 1 月 1 日	\$ 3,032,964	\$ 261,225	\$ 414,787	\$ 1,644,681	\$ 4,672,333	\$ 10,025,990
Additions 增置	-	-	-	143,630	-	143,630
Write-off 沖銷	-	-	-	-	-	-
At 31 December 2019 於 2019 年 12 月 31 日	\$ 3,032,964	\$ 261,225	\$ 414,787	\$ 1,788,311	\$ 4,672,333	\$ 10,169,620
Accumulated depreciation 累計折舊：						
At 1 January 2019 於 2019 年 1 月 1 日	\$ (3,032,964)	\$ (260,770)	\$ (392,065)	\$ (1,576,358)	\$ -	\$ (5,262,157)
Charge for the year 本年度折舊	-	(210)	(13,631)	(38,040)	(3,298,117)	(3,349,998)
At 31 December 2019 於 2019 年 12 月 31 日	\$ (3,032,964)	\$ (260,980)	\$ (405,696)	\$ (1,614,398)	\$ (3,298,117)	\$ (8,612,155)
Net book value 賬面淨值：						
At 31 December 2019 於 2019 年 12 月 31 日	\$ -	\$ 245	\$ 9,091	\$ 173,913	\$ 1,374,216	\$ 1,557,465

NOTES TO THE FINANCIAL STATEMENTS 財務報表附註

(Expressed in Hong Kong dollars 以港幣列示)

7. Property, plant and equipment (Continued)

(b) Right-of-use assets (the "ROU assets")

The analysis of the net book value of right-of-use assets by class of underlying asset is as follows:

Properties leased for own use, carried at depreciated cost
以折舊成本入賬的持作自用物業

The analysis of expense items in relation to leases recognised in profit or loss is as follows:

Depreciation charge of right-of-use assets by class of underlying asset

按標的資產分類的使用權資產折舊費用：

- Properties leased for own use 持作自用物業

Interest on lease liabilities 租賃負債利息

During the year, additions to right-of-use assets were \$nil (2019: \$4,672,333). This amount in prior year included the capitalised lease payments payable under tenancy agreement.

Details of total cash outflow for leases, the maturity analysis of lease liabilities and the future cash outflows arising from leases that are not yet commenced are set out in cash flow statement and note 11 respectively.

7. 物業、廠房和設備 (續)

(b) 使用權資產

按標的資產分類對使用權資產的賬面淨值分析載列如下：

	31 December 2020 2020年12月31日	1 January 2020 2020年1月1日
Properties leased for own use, carried at depreciated cost 以折舊成本入賬的持作自用物業	\$ -	\$ 1,374,216

與確認於損益的租賃相關的支出項目分析載列如下：

	2020	2019
Depreciation charge of right-of-use assets by class of underlying asset 按標的資產分類的使用權資產折舊費用：		
- Properties leased for own use 持作自用物業	\$ 1,374,216	\$ 3,298,117
Interest on lease liabilities 租賃負債利息	17,657	159,498

本年度使用權資產增加零元(2019年：4,672,333元)。該金額包括根據租賃協議應付的資本化租賃付款額。

尚未開始的租賃產生的租賃現金流出總額和租賃負債的到期分析及未來現金流出的詳情分別於現金流量表和附註11載列。

NOTES TO THE FINANCIAL STATEMENTS 財務報表附註

(Expressed in Hong Kong dollars 以港幣列示)

8. Intangible asset

Cost 成本：

At 1 January 於 1 月 1 日	\$ 1,163,521	\$ 1,101,646
Additions 增置	61,875	61,875
At 31 December 於 12 月 31 日	\$ 1,225,396	\$ 1,163,521

Accumulated amortisation 累計攤銷：

At 1 January 於 1 月 1 日	\$ 989,293	\$ 808,191
Charge for the year 本年度攤銷	154,415	181,102
At 31 December 於 12 月 31 日	\$ 1,143,708	\$ 989,293

Net book value 賬面淨值：

At 31 December 於 12 月 31 日	\$ 81,688	\$ 174,228
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8. 無形資產

2020

2019

9. Deposits, prepayments and other receivables

Deposits 按金	\$ 4,520	\$ 1,040,424
Prepayments 預付款	205,678	146,738
Other receivables 其他應收款	4,293	29,866
	\$ 214,491	\$ 1,217,028

9. 按金、預付款和其他應收款

2020

2019

All of the other deposits, prepayments and other receivables are expected to be recovered or recognised as expense within one year.

所有其他按金、預付款和其他應收款預期可於一年內收回或確認為開支。

10. Cash and cash equivalents

Cash and cash equivalents comprise:

Cash at bank and on hand 銀行存款和現金	\$ 1,049,421	\$ 1,188,931
Time deposits with original maturity of less than three months 原定期限少於三個月之定期存款	3,500,000	10,500,000
Cash and cash equivalents 現金和現金等價物	\$ 4,549,421	\$ 11,688,931

10. 現金和現金等價物

現金和現金等價物包括：

2020

2019

NOTES TO THE FINANCIAL STATEMENTS 財務報表附註

(Expressed in Hong Kong dollars 以港幣列示)

11. Lease liabilities

The following table shows the remaining contractual maturities of the Company's lease liabilities at the end of the current and previous reporting periods:

	31 December 2020 2020年12月31日		31 December 2019 2019年12月31日	
	Present value of the lease payments 租賃付款 之現值 \$	Total lease payments 租賃付款 總額 \$	Present value of the lease payments 租賃付款 之現值 \$	Total lease payments 租賃付款 總額 \$
Within 1 year 1年內	-	-	1,340,101	1,426,320
After 1 year but within 2 years 1年後但2年內	-	-	-	-
	-	-	1,340,101	1,426,320
Less: total future interest expenses 減：日後利息支出總數		-		(17,657)
Present value of lease liabilities 租賃負債之現值		-		1,408,663

12. Accruals and other payables

Accruals 應計款項
Other payables 其他應付款項

	2020	2019
Accruals 應計款項	\$ 841,824	\$ 1,304,267
Other payables 其他應付款項	133,000	52,000
	\$ 974,824	\$ 1,356,267

The amount of the accruals and other payables that are settled after more than one year is \$50,000 (2019: \$Nil) and is disclosed under non-current liabilities. All of the other accruals and other payables are expected to be settled within one year or are repayable on demand.

11. 租賃負債

下表載列了本公司租賃負債在本報告期間和上一報告期末以及過渡至《香港財務報告準則》第16號之日的剩餘合同期限：

	31 December 2020 2020年12月31日		31 December 2019 2019年12月31日	
	Present value of the lease payments 租賃付款 之現值 \$	Total lease payments 租賃付款 總額 \$	Present value of the lease payments 租賃付款 之現值 \$	Total lease payments 租賃付款 總額 \$
Within 1 year 1年內	-	-	1,340,101	1,426,320
After 1 year but within 2 years 1年後但2年內	-	-	-	-
	-	-	1,340,101	1,426,320
Less: total future interest expenses 減：日後利息支出總數		-		(17,657)
Present value of lease liabilities 租賃負債之現值		-		1,408,663

12. 應計款項和其他應付款

一年後結清的應計款項和其他應付款項為50,000元(二零一九年：無)，並在非流動負債下披露。所有其他應計款項和其他應付款項預計將在一年內結清或應要求償還。

NOTES TO THE FINANCIAL STATEMENTS 財務報表附註

(Expressed in Hong Kong dollars 以港幣列示)

13. Capital and reserve

(a) Share capital and members

The Company is a non-profit making company limited by guarantee and therefore does not have any share capital. Under the provisions of the Company's Articles of Association, every member shall, in the event of the Company being wound up, contribute such amount as may be required to meet the liabilities of the Company, but not exceeding \$100 each.

The founder members of the Company are the Under Secretary for Financial Services and the Treasury ("USFST"), the Hong Kong Monetary Authority ("HKMA") and the Securities and Futures Commission ("SFC").

(b) Capital management

The Company defines "capital" as the reserves maintained by the Company. On this basis the amount of capital employed at 31 December 2020 was \$20,858,187 (2019: \$30,372,722). The Company's primary objectives when managing capital are to safeguard the Company's ability to continue as a going concern.

The Company regularly reviews and manages its capital structure to ensure effective use of reserves and the sound financial status of the Company. Under the Terms of Reference for the Company in relation to the FDRS, the Financial Services and the Treasury Bureau ("FSTB"), the HKMA and the SFC shall fund the set-up costs and the operational costs of the Company in the first three years, i.e. from 1 January 2012 to 31 December 2014. To allow more time for the Company to carry out its consultation study on funding formula, however, the three funding parties agreed that the Company may use its accumulated surplus and their funding commitments to sustain the operation of the Company after 31 December 2014 until around 2021/2022. Upon the implementation of its funding formula and subject to the results of the consultation, the Company shall be funded by the members of the FDRS, as part of the financial industry's commitment to the general public to resolve disputes in a fair and efficient manner. The HKMA and SFC have provided a commitment to provide a further \$10,500,000 each on request by the Company.

The Company was not subject to externally imposed capital requirements.

13. 資本和儲備

(a) 股本和成員

本公司是以擔保有限公司形式成立的非牟利機構，因此並無任何股本。根據本公司的公司組織章程細則條文，如本公司面臨清盤，各成員必須因應可能需要的情况出資，以應付本公司的負債，但各成員的出資額不得超過100元。

本公司的創辦成員分別為財經事務及庫務局、香港金融管理局（「金管局」）及證券及期貨事務監察委員會（「證監會」）。

(b) 資本管理

本公司將「資本」界定為由本公司持存的儲備。按此基準計算，於二零二零年十二月三十一日的資本額為20,858,187元（2019年：30,372,722元）。本公司管理資本的主要目的是保障本公司可持續經營。

本公司會定期檢討及管理其資本架構，以確保能有效運用儲備及本公司的財政狀況穩健。根據本公司就調解計劃訂立的職權範圍，財經事務及庫務局、金管局及證監會撥付本公司首三年（即自二零一二年一月一日至二零一四年十二月三十一日止）的創立成本及營運開支。但為本公司提供更充裕時間來對融資方案進行諮詢研究，三個出資方已同意使用本公司的累計盈餘及財務承擔，以資助本公司於二零一四年十二月三十一日至二零二一/二零二二年期間的運作。在實施融資方案後及取決於諮詢結果，調解計劃的成員將為本公司提供資金，以體現金融業以公平高效的方式為公眾解決糾紛的承擔。金管局和證監會已作出承諾，在本公司要求下，各自再提供10,500,000元。

本公司毋須遵守外間訂立的資本規定。

NOTES TO THE FINANCIAL STATEMENTS 財務報表附註

(Expressed in Hong Kong dollars 以港幣列示)

14. Financial risk management and fair values

Exposure to liquidity, credit, interest rate and currency risks arises in the normal course of the Company's business.

The Company's exposure to these risks and the financial risk management policies and practices used by the Company to manage these risks are described below.

(a) Liquidity risk

The Company's policy is to regularly monitor current and expected liquidity requirements to ensure that it maintains sufficient reserves of cash.

The following table represents the earliest contractual settlement dates of the Company's financial liabilities at the end of reporting period:

	2020			2019		
	Carrying amount 賬面金額	Within 1 year or on demand 1年內或 按要求償還	More than 1 year but less than 5 years 1年後但5年內	Carrying amount 賬面金額	Within 1 year or on demand 1年內或 按要求償還	More than 1 year but less than 5 years 1年後但5年內
Lease liabilities 租賃負債	\$ -	\$ -	\$ -	\$ 1,408,663	\$ 1,408,663	\$ -
Accruals and other payables 應計款項和其他應付款	974,824	924,824	50,000	1,356,267	1,356,267	-
	<u>\$ 974,824</u>	<u>\$ 924,824</u>	<u>\$ 50,000</u>	<u>\$ 2,764,930</u>	<u>\$ 2,764,930</u>	<u>\$ -</u>

(b) Credit risk

The maximum exposure to credit risk is represented by the carrying amount of each financial asset in the balance sheet after deducting any impairment allowance.

The Company's credit risk is primarily attributable to cash placed with banks and deposits and other receivables. At year end, the credit risk is not significant as the cash was placed with reputable banks. The management monitors the credit risk associated with cash placed with banks and deposits and other receivables on an ongoing basis. No amounts of deposits and other receivables are past due or impaired.

14. 金融風險管理和公允價值

本公司須在正常業務過程中承受流動資金、信貸、利率和貨幣風險。

本公司對這些風險的承擔額以及為管理這些風險所採用的金融風險管理政策和慣常做法載列於下文。

(a) 流動資金風險

本公司的政策是定期監察現時及預期的流動資金需求，以確保維持充裕的現金儲備。

下表顯示了於報告期末本公司財務負債的最早訂約結算日期：

(b) 信貸風險

本公司承受的最大信貸風險額度是指於資產負債表中各項金融資產在扣除任何減值準備後的賬面金額。

本公司的信貸風險主要來自銀行現金存款、按金和其他應收款。於年度結算日，由於有關現金存放於多家信譽良好的銀行，因此，本公司的信貸風險不大。管理層會持續監管與銀行現金存款、按金和其他應收款有關的信貸風險。本公司並無任何逾期或出現減值的按金和其他應收款。

NOTES TO THE FINANCIAL STATEMENTS 財務報表附註

(Expressed in Hong Kong dollars 以港幣列示)

14. Financial risk management and fair values (Continued)

(c) Interest rate risk

The Company is exposed to interest rate risk only to the extent that it earns bank interest income on cash deposited in savings and fixed deposits accounts. As at 31 December 2020, the Company was not exposed to significant interest rate risk arising from cash deposited in savings and fixed deposits accounts.

At 31 December 2020, it is estimated that a general increase/decrease of 100 basis points in interest rates, with all other variables held constant, would have decreased/increased the Company's profit after tax and retained profits by approximately \$191,310 (2019: \$290,856).

(d) Currency risk

As all the Company's financial assets and financial liabilities are denominated in Hong Kong dollars, the Company is not subject to any currency risk associated with them.

15. Material related party transactions

(a) Transactions with key management personnel

The emoluments of key management personnel who are directors of the Company is disclosed in note 6 which includes fees, salaries and allowances, bonus, retirement benefit contribution and payment in lieu of notice, if any.

(b) Other related party transactions

In addition to the transactions and balances disclosed elsewhere in these financial statements, the Company entered into the following material related party transactions during the year with The Bank of East Asia. A director of the Company is a Deputy Chief Executive of The Bank of East Asia.

14. 金融風險管理和公允價值(續)

(c) 利率風險

本公司承受的利率風險只限於其就儲蓄和定期存款戶口的現金存款所賺取的銀行利息收入。於二零二零年十二月三十一日，本公司並無就儲蓄和定期存款戶口的現金存款承受重大的利率風險。

於二零二零年十二月三十一日，估計整體利率每增加／減少100個基點（假設所有其他可變因素維持不變），本公司的除稅後溢利和保留溢利便會減少／增加約191,310元（二零一九年：290,856元）。

(d) 貨幣風險

由於本公司的所有金融資產和金融負債均以港幣列值，因此毋須就此承受任何貨幣風險。

15. 重大關聯方交易

(a) 與關鍵管理人員的交易

本公司的關鍵管理人員若兼任董事，有關酬金已於附註6中披露，其中包括酬金、薪金、津貼、花紅、退休供款計劃和代通知金(如有)。

(b) 與其他關聯方的交易

除本財務報表其他部分披露的交易和餘額外，本公司於年內與東亞銀行進行了以下的重大關連方交易。本公司董事為東亞銀行副行政總裁。

	2020	2019
Cash and cash equivalents 現金及現金等價物	\$ 3,500,000	\$ 10,500,000
Time deposits with original maturity of over three months 原到期日超過三個月的定期存款	15,500,000	18,500,000
Interest income 利息收入	\$ 250,133	\$ 741,190

NOTES TO THE FINANCIAL STATEMENTS

財務報表附註

(Expressed in Hong Kong dollars 以港幣列示)

16. Possible impact of amendments, new standards and interpretations issued but not yet effective for the year ended 31 December 2020

Up to the date of issue of these financial statements, the HKICPA has issued a number of amendments and a new standard, HKFRS 17, Insurance contracts, which are not yet effective for the year ended 31 December 2020 and which have not been adopted in these financial statements. These include the following which may be relevant to the company.

16. 已頒布但尚未在截至二零二零年十二月三十一日止年度生效的修訂、新準則和詮釋可能帶來的影響

截至本財務報表刊發當日，香港會計師公會已頒布多項當未在截至二零二零年十二月三十一日止年度生效，且並無在本財務報表採納的修訂和新準則，即《香港財務報告準則》第17號「保險合約」。當中包括可能與本公司有關的以下內容。

Effective for accounting periods beginning on or after
在以下日期或之後開始的會計期間生效

Amendments to HKFRS 9, HKAS 39, HKFRS 7, HKFRS 4 and HKFRS 16, Interest Rate Benchmark Reform — Phase 2 《香港財務報告準則》第9號、《香港會計準則》第39號、 《香港財務報告準則》第7號、《香港財務報告準則》第4號及 《香港財務報告準則》第16號「利率基準改革—第二階段」	1 January 2021 2021年1月1日
Amendments to HKFRS 3, Reference to the Conceptual Framework 《香港財務報告準則》第3號修訂本「概念框架的參考」	1 January 2022 2022年1月1日
Amendments to HKAS 16, Property, Plant and Equipment: Proceeds before Intended Use 《香港會計準則》第16號修訂本「物業、廠房及設備： 擬定用途前所得款項」	1 January 2022 2022年1月1日
Amendments to HKAS 37, Onerous Contracts — Cost of Fulfilling a Contract 《香港會計準則》第37號修訂本「虧損合約—履行合約的 成本」	1 January 2022 2022年1月1日
Annual Improvements to HKFRSs 2018-2020 Cycle 《香港財務報告準則》2018至2020年週期年度改進	1 January 2022 2022年1月1日
Amendments to HKAS 1, Classification of Liabilities as Current or Non-current 《香港會計準則》第1號修訂本「分類為流動及非流動負債」	1 January 2023 2023年1月1日

The company is in the process of making an assessment of what the impact of these developments is expected to be in the period of initial application. So far it has concluded that the adoption of them is unlikely to have a significant impact on the financial statements.

本公司正在評估這些變動對初始應用期間的預期影響。到目前為止，本公司歸納出採用這些修訂和準則不大可能對財務報表產生重大影響。



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