

金融糾紛調解中心
FINANCIAL DISPUTE RESOLUTION CENTRE

2022
ANNUAL
REPORT
年報

FDRC



目錄

CONTENTS

Financial Dispute Resolution Centre 金融糾紛調解中心	1
Mission and Vision 使命及抱負	2
The Guiding Principles 原則	3
Financial Dispute Resolution Scheme 金融糾紛調解計劃	4
Chairman's Message 主席的話	6
Chief Executive Officer's Report 行政總裁報告	8
The Board of Directors 董事局	10
The Appointment Committee 遴選委員會	14
The Disciplinary Committee 紀律委員會	18
The Disciplinary Tribunal 紀律審裁組	20
The Year at a Glance 全年回顧	22
Dispute Resolution Services 排解爭議服務	
Enquiries 查詢	23
Complaints 投訴	26
Cases 個案	27
Satisfaction Survey 滿意度調查	30
Publicity 推廣	31
Financial Statements 財務報告	32

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 (the Government) to set up a dispute resolution mechanism for the financial industry in Hong Kong.

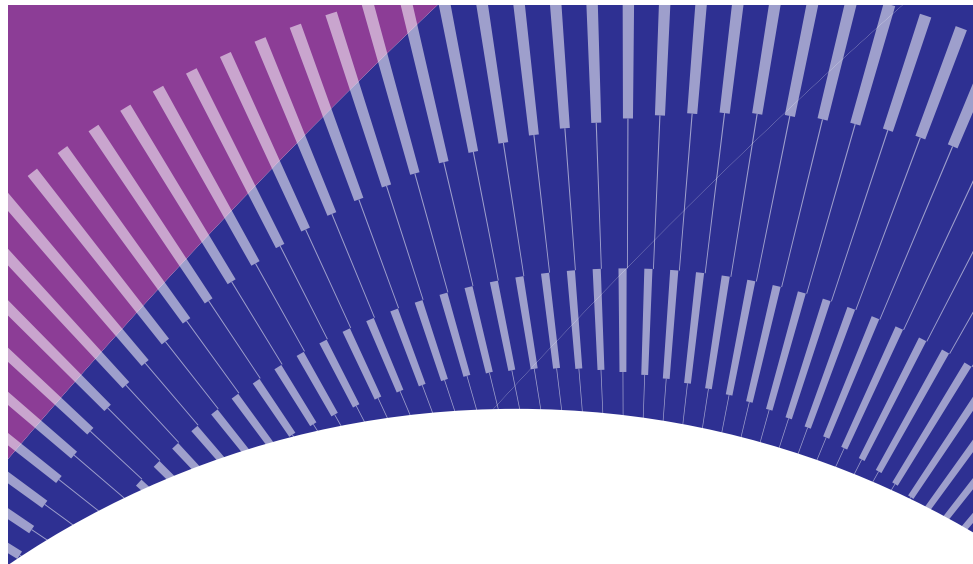
A public consultation on the proposal was launched by the Government in February 2010. The proposal received general support. The Financial Dispute Resolution Centre (FDRC) was set up on 18 November 2011 as a non-profit making company limited by guarantee with seed funding from the Government, the HKMA 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，並獲認可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 First, Arbitration Next” processes of dispute resolution to facilitate the resolution of monetary disputes between financial institutions and individual customers in Hong Kong.

提供獨立及不偏不倚的「先調解，後仲裁」爭議解決程序，協助香港的金融機構及其個人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 processes to deal with differences between financial institutions and their customers constructively before they escalate and to support Hong Kong as an international financial centre by extending our services 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。

F D R C
2022

原則 THE GUIDING PRINCIPLES

Independence 獨立

To provide and operate an independent dispute resolution scheme for financial institutions and their customers.
為金融機構及其客戶提供及管理獨立的爭議解決計劃。

Impartiality 持平

To maintain and implement the dispute resolution processes where both the financial institutions and their customers are treated in an impartial way.
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 便捷

To provide accessible and user-friendly services for our users with dispute resolution processes which are simple, straightforward and easy to understand.
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 有效

To ensure that financial disputes are settled in a timely and efficient manner.
確保金融爭議可盡快及有效地解決。

Transparency 透明

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.
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：

標準合資格爭議

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.
- 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

EXTENDED ELIGIBLE DISPUTES

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

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

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

This year marks the 10th anniversary of the FDRC's operation. Without doubt, the institute has grown in leaps and bounds over the past decade. We handled record-high applications for mediation and arbitration to resolve monetary disputes between financial institutions and their customers. Our expert presence and high case volume attest to the necessity of a financial dispute resolution scheme that is fair, efficient, and robust for its users.

Guided by the principle of 'mediation first, arbitration next', the FDRC provides a simple, consumer friendly and low-cost dispute resolution scheme. The importance of the FDRC to the Hong Kong SAR is unquestionable. Not only does the institute fill the void between actionable regulatory issues and initiating litigation, our work also promotes investor confidence, and maintains the integrity and stability of local financial markets. More importantly, the institute strengthens the city's role as an international financial centre by ensuring adherence to global standards on financial consumer protection.

Faced with the unprecedented challenges posed by the COVID-19 pandemic and the volatile economic landscape, the FDRC has responded and adapted adroitly over the past year. To illustrate, we deployed digital technology to help users engage in mediation conveniently and safely. We promoted public awareness and investor confidence through media and training workshops, both face-to-face and on virtual platforms. In addition, given the development of the Greater Bay Area, we looked strategically to expand our reach to the rest of the region.

On this happy and proud occasion, I would like to thank my fellow directors, committee and tribunal members, our mediators and arbitrators, and staff for their tireless dedication and commitment to the FDRC. May the FDRC reach greater heights in the next decade!



Dieter YIH
Chairman

今年是調解中心成立滿10周年。毫無疑問，調解中心在過去十年已有長足發展。中心致力解決金融機構和其客戶之間的金錢紛爭，而調解及仲裁申請數目亦創紀錄新高。我們的專業經驗和案件數量足以引證，一個公正、高效率和健全的金融爭議解決方案對用戶的必要性。

調解中心一直以「先調解、後仲裁」為原則，旨在向大眾提供簡易、消費者友好和低成本之爭議解決方案。調解中心對香港的重要性毋庸置疑。首先，調解中心填補了現存監管制度和提出訴訟之間的缺口。其次，調解工作有效提高投資者的信心，並維持本地金融市場的完整性和穩定性。更重要的是，我們確保金融消費者得到符合國際標準的保障，大大加強香港作為國際金融中心的地位。

新冠肺炎肆虐，經濟形勢動蕩，全球面對的挑戰前所未見，調解中心在過去一年中亦作出調節。我們採用電腦網絡協助用戶方便並安全地進行調解。透過廣告、線上及線下培訓研討會，提高公眾意識和投資者信心。有鑑於大灣區的發展，我們亦積極關注擴大服務範圍的覆蓋度。

在這個欣喜和自豪的時刻，我藉此感謝各位董事、委員會成員、仲裁員、調解員以及員工對調解中心的投入和不懈奉獻。願調解中心在下一個十年再創高峰！



葉禮德先生
主席

行政總裁報告

CHIEF EXECUTIVE OFFICER'S REPORT

I assumed office as the Chief Executive Officer in April 2023. I have a firm belief in the value of the FDRS, and a keen ambition to reinforce the FDRC's critical role in the effective functioning of the economy of the Hong Kong SAR.

In 2022, we serviced more than 1,100 citizens. In these enquiries, our expert team addressed complaints about financial products and services, explained the scope of our work, and provided information on available venues to pursue issues that fall outside our purview. Among these queries, we received 53 applications for mediation and/or arbitration, on top of 28 cases carried forward from the preceding year. Despite the high case volume, we strived to maintain our timeliness benchmarks. Such exceptional performance must be attributed to the diligence, energy, and professionalism of the FDRC's staff, and panel mediators and arbitrators.

Alongside enquiry handling and case management, we actively engaged with a broad range of external stakeholders. Through TV, radio and online advertisements, we promoted greater use of mediation and arbitration in the financial services sector. At information seminars, we explicated the range of our services. We also provided professional development courses, covering topics such as decentralised finance and online fraud. In addition, we carried out an industry survey, the findings of which overwhelmingly affirmed the practicality and helpfulness of our services. The insights and commitment of our stakeholder community have been vital to the success of the FDRC.

I would like to take this opportunity to thank Mr Herman Cho, who led as Chief Executive Officer throughout the pandemic period with resilience. I would also like to thank our Chairman for his stalwart leadership and counsel, and our entire Board of Directors for their dedicated guidance and commitment throughout the year.



Anna K.C. KOO
Chief Executive Officer



我於2023年4月就任行政總裁一職。對於金融糾紛調解計劃的價值，我深信不疑，並致力彰顯調解中心對香港經濟而言的關鍵角色。

在2022年，調解中心為超過1,100名市民提供服務。在這些查詢中，我們的專家團隊積極回應關於金融產品和服務的投訴，詳細解釋中心的工作範圍。有關超出中心職責權限的個案，我們亦盡力提供可用信息和渠道。調解中心共收到了53個調解和/或仲裁的申請，另加承接前一年的28個案件。儘管案件量高，中心仍然盡力保持時限標準。此等卓越表現須歸功於調解中心的同事、調解員和仲裁員的勤勉、幹勁和專業精神。

除了處理查詢和個案外，調解中心也積極與不同持分者進行交流。通過電視、電台和網絡平台廣告，中心促進金融服務業更廣泛地使用調解和仲裁以排解爭議。在研討會上，我們詳談中心的服務範圍，另外亦提供持續專業進修課程，主題包括去中心化金融和網絡詐騙等。另外，我們早前完成市場調查，結果亦肯定了中心所提供的服務具實用性和助益。調解中心的成功，有賴不同持分者的綽見和投入。

在此，我要感謝前任行政總裁曹振華先生，在疫情數年間帶領調解中心。最後，我要感謝主席穩健的領導和指引，以及整個董事會在全年期間的專業指導和貢獻。



顧家珍女士
行政總裁

董事局 THE BOARD

主席 Chairman



葉禮德先生 JP
Mr Dieter YIH, JP

- Hong Kong Practicing Solicitor
- Non-executive Director, Securities and Futures Commission
- Non-executive Director, eMPF Platform Company Limited
- Member, University Grants Committee
- Member, Steering Committee, Quality Education Fund
- Member, Standing Committee on Legal Education and Training
- Chairman, King's College London Hong Kong Foundation
- Honorary Fellow, The Education University of Hong Kong
- 香港執業律師
- 證券及期貨事務監察委員會非執行董事
- 積金易平台非執行董事
- 大學教育資助委員會成員
- 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
- 倫敦國王學院香港基金會主席
- 香港教育大學榮譽院士

董事 Director



陳浩濂先生 JP
Mr Joseph CHAN Ho-lim, JP

- Under Secretary for Financial Services and the Treasury, HKSAR Government
- 香港特別行政區政府財經事務及庫務局副局長



朱立翹女士 JP
Ms Carmen CHU Lap-kiu, JP

- Executive Director (Enforcement and AML), Hong Kong Monetary Authority
- 香港金融管理局助理總裁 (法規及打擊清洗黑錢)



楊國樑先生
Mr Paul YEUNG Kwok-leung

- Senior Director & Commission Secretary, Securities and Futures Commission
- 證券及期貨事務監察委員會高級總監及秘書長



張為國先生
Mr Gary CHEUNG Wai-kwok

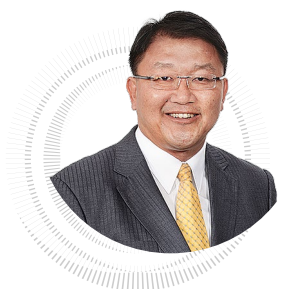
- Chief Executive Officer, OnePlatform Securities Limited
- Hong Kong Securities Association, Perm. Hon. President & Director
- 環一證券有限公司行政總裁
- 香港證券業協會永遠名譽會長暨董事

董事 Director



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

- Practicing Barrister, Hong Kong
- Chairman of the Appeal Tribunal Panel (Buildings Ordinance)
- 香港執業大律師
- 《建築物條例》上訴審裁小組主席



黃錦輝教授 MH
Prof. WONG Kam-fai, MH

- 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
- 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和試驗小組主席



鄧翺斌先生
Mr TANG Nai-pan

- Executive Director, Deputy Chief Executive Officer, Chief Risk Officer of CITIC Bank International
- Convenor, Economic and Financial Market Research Committee, Chinese Banking Association of Hong Kong
- Member of Finance Committee, Hong Kong Arts Centre
- 中信銀行（國際）有限公司執行董事、副行政總裁兼風險管理總監
- 香港中資銀行業協會，經濟及金融市場研究委員會，執委會主任
- 香港藝術中心財務委員會委員

Appointed with effect from 1 March 2022.
於二零二二年三月一日獲委任。

董事 Director



顧家珍女士
Ms Anna KOO Kar-chun

- Chief Executive Officer, FDRC
- 金融糾紛調解中心行政總裁

Appointed with effect from 1 April 2023.
於二零二三年四月一日獲委任。



唐漢城先生
Mr TONG Hon-shing

- 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
- 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

Retired on 1 March 2022.
於二零二二年三月一日卸任。



曹振華先生
Mr Herman CHO Chun-wah

- Chief Executive Officer, FDRC
- 金融糾紛調解中心行政總裁

Retired on 31 March 2023.
於二零二三年三月三十一日卸任。

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 2022, the AC was chaired by Mr Richard LEUNG Wai-keung. It resolved a variety of matters including:

- Reviewed 8 Continuing Professional Development (CPD) activities and awarded 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;
- organised online training programme on “Practical Knowledge on Digital/ Online Transactions and Fraud Prevention in Digital/ Online Banking” in November 2022;
- Considered and approved applications for membership renewal under the Lists;
- Participated in trial sessions of online alternative dispute resolution (ADR) platforms and made related recommendations to the Board; and
- Participated in online liaison/working meeting with the GBA counterparts.

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2022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8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；
- 在2022年11月期間，舉辦關於「數碼或網上銀行在線交易和欺詐預防的實用知識」的在線培訓課程；
- 審核及批准調解中心成員的續會申請；
- 參與替代性糾紛解決在線平台的試運，並向董事會提出相關建議；及
- 參與與大灣區對口單位在線聯絡/工作會議。

主席

Chairman



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

- Practicing Barrister, Hong Kong
- Chairman of the Appeal Tribunal Panel (Buildings Ordinance)
- 香港執業大律師
- 《建築物條例》上訴審裁小組主席

委員

Member



梁慶豐教授 B Building, BSc in Building Studies, LLB, MAArbDR, LLM, FCIArb, FHKIArb, FRICS, FHKIS

Prof. LEUNG Hing-fung, B Building, BSc in Building Studies, LLB, MAArbDR, LLM, FCIArb, FHKIArb, FRICS, FHKIS

- Practicing barrister, arbitrator and mediator
- Professor of Practice (Arbitration and Dispute Resolution), Department of Real Estate and Construction, Faculty of Architecture, University of Hong Kong
- Member, Land and Development Advisory Committee
- 執業大律師、仲裁員及調解員
- 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)
- 土地及建設諮詢委員會成員

委員 Member



陳家成先生
Mr Vod CHAN Ka-sing

- Practicing barrister, arbitrator and accredited mediator
- Member, Steering Committee on Mediation of Department of Justice, HKSAR
- Member, Hong Kong Trade Development Council's Professional Services Advisory Committee
- Vice Chair of Hong Kong Bar Association's Mediation Committee
- Alternate Directors, Joint Mediation Helpline Office (JMHO)
- Deputy Registrar for Case Settlement Conference
- 執業大律師、仲裁員及認可調解員
- 香港特別行政區律政司調解督導委員會成員
- 香港貿易發展局專業服務諮詢委員會成員
- 香港大律師公會調解委員會副主席
- 聯合調解專線辦事處(調解專線)候補董事
- 案件和解會議的聆訊官

Appointed with effect from 1 May 2022.
於2022年5月1日獲委任。



黎子健先生
Mr Jacky LAI Tsz-kin

- Practicing barrister and accredited mediator
- Honorary Secretary, Hong Kong Mediation Council under the Hong Kong International Arbitration Centre (HKIAC)
- Member, HKIAC Users' Council
- 執業大律師及認可調解員
- 香港國際仲裁中心(仲裁中心)轄下的香港調解會榮譽秘書
- 仲裁中心益友會成員

Appointed with effect from 1 May 2022.
於2022年5月1日獲委任。

委員 Member



蕭詠儀女士 BSC, MBA, LL.M, FCIArb, FHKIArb, JP
Ms Sylvia SIU Wing-ye, BSC, MBA, LL.M, FCIArb, FHKIArb, JP

- Chairlady of JMHO
- 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
- Vice-President, Hong Kong Institute of Arbitrators
- Vice-Chairperson, Mediation Committee of the Law Society of Hong Kong (LSHK)
- 調解專線主席
- 薛馮鄺岑律師行顧問律師
- 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
- 香港仲裁師協會副會長
- 香港律師會調解委員會副主席

Retired on 30 April 2022.
於2022年4月30日卸任。



楊洪鈞先生
Mr Norris YANG Hong-ching

- Partner, Yang & Yang Solicitors
- Executive Director, ADR International Limited
- Chairman, Communications and Publicity Committee, Hong Kong Mediation Accreditation Association Limited
- Chairman, International Negotiation Mediation Society Macau
- 楊楊律師事務所合夥人
- 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傳訊及宣傳委員會主席
- 澳門國際談判調解學會會長

Retired on 30 April 2022.
於2022年4月30日卸任。

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 FDRC 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.

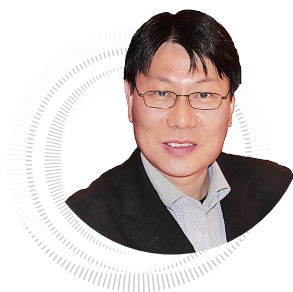
In 2022, the DC reviewed the report on mediation and arbitration cases and noted that no follow-up action on disciplinary matters was required.

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，以處理對調解中心的調解員及仲裁員名單上的成員的投訴個案。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2022年，紀委會年內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。

主席

Chairman



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

- Practicing solicitor, Hong Kong
- Chartered quantity surveyor and chartered arbitrator
- Accredited mediator and adjudicator
- Chair, Arbitrators Admission Committee of LSHK
- Director, Asian Institute of Alternative Dispute Resolution
- 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
- 馬來西亞亞洲多元爭議解決研究院理事

委員 Member



黃吳潔華女士
Mrs Cecilia WONG NG Kit-wah

- 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 LSHK
- Director of JMHO
- Chairlady of Mediation Committee of the LSHK;
- Member of Committee on Complaints against Private Healthcare Facilities
- 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
- 調解專線董事
- 香港律師會調解委員會主席
- 私營醫療機構投訴委員會委員



莫小薇女士
Mrs Gloria JONES MOK Siu-mei

- Practicing solicitor, Hong Kong
- 香港執業律師



楊世文先生
Mr YEUNG Sai-man

- Practicing solicitor, Hong Kong
- Accredited mediator
- 香港執業律師
- 認可調解員



張有全先生 BSc, DipArb, MRICS, MHKIS, FCIArb
Mr Ivan CHEUNG Yau-chuen BSc, DipArb, MRICS, MHKIS, FCIArb

- Chartered quantity surveyor
- Accredited mediator
- Practicing arbitrator
- Panel of Dispute Resolution Advisors, Architectural Services Department & Hong Kong Housing Authority
- 特許建築工料測量師
- 認可調解員
- 執業仲裁員
- 建築署及香港房屋委員會爭議解決顧問團的成員

紀律審裁組 THE DISCIPLINARY TRIBUNAL

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

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。

召集人 Convenor



王鳴峰博士 SC, JP
Dr William WONG Ming-fung, SC, JP

• Senior Counsel

• 資深大律師

成員 Member



蘇紹聰博士 JP
Dr Thomas SO Shiu-tsung, JP

- Practicing solicitor, Hong Kong
- 香港執業律師



黃令衡先生 JP
Mr Lincoln HUANG Ling-hang, JP

- Practicing solicitor, Hong Kong
- 香港執業律師



熊運信先生
Mr Stephen HUNG Wan-shun

- Practicing solicitor, Hong Kong
- 香港執業律師



蘇國良教授 B.Sc., LLB, LL.M., CEng, CQP, MStructE, MICE, MHKIE,
MASCE, FHKI Arb, FCIArb, FHKIoD
**Prof. Gary SOO Kwok-leung B.Sc., LLB, LL.M., CEng, CQP, MStructE, MICE,
MHKIE, MASCE, FHKI Arb, FCIArb, FHKIoD**

- Practicing barrister, arbitrator and accredited mediator
- Chartered Engineer
- 執業大律師、仲裁員及認可調解員
- 特許工程師

全年回顧

THE YEAR AT A GLANCE

Dispute Resolution Services

The FDRC's hotline and enquiry services handled 1,212 enquiries during the year, an increase of 22.6% when compared to the previous year. Of all the enquiries handled, 665 or approximately 55% were related to complaints about financial products and services. Among these 665 complaints, 194 initially fulfilled the requirements stipulated under the Intake Criteria of the ToR.

The FDRC received the highest ever number of 53 applications for services under the FDRS in 2022, an increase of 26% when compared to 2021. Among which, 49 were applied as Standard Eligible Disputes and 4 were applied as Extended Eligible Disputes. It was noted that the claim amount in one of the applications was over HK\$60 million. The total alleged claim amount in 2022 was over HK\$100 million.

High Mediation Success Rate and Satisfaction Rate

In 2022, 75% of the cases received and handled were successfully settled in the mediation processes. The same rate in 2021 was 90%. 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.

Other Activities

Because of the COVID-19 pandemic situation, in 2022 FDRC conducted regular publicity activities including information seminars, talks, CPD courses and various promotional activities either in physical or online formats. A momentous event in the year was the co-organisation of, and participation in, a working meeting with our counterparts in the GBA on financial dispute resolution.

排解爭議服務

調解中心的熱線及查詢服務在年內共處理1,212宗查詢，與去年比較增加了22.6%。在已處理的查詢中，665宗或約55%是關於金融產品及服務的投訴。在這665宗投訴中，194宗初步符合《職權範圍》的《個案受理準則》所訂的要求。

調解中心在2022年接獲歷來數目最多的53宗調解計劃服務申請，較2021年增加了26%。當中，49宗為以標準合資格爭議審核要求下的申請，4宗為以延伸合資格爭議審核要求下的申請。其中有1宗申請的申索金額超過港幣6仟萬元。2022年的申索總額超過港幣1億元。

高調解成功率及滿意度

調解成功率在2022年度內收到並已處理的個案中，七成半個案能在調解過程中成功和解，在2021年相關成功率為90%。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。

其他活動

因應2019冠狀病毒病疫情影響，調解中心在2022年分別以實體或線上形式定期舉辦推廣活動，包括簡介會、講座、培訓班及各類宣傳項目。其中一項重要活動是由調解中心協辦，並參與的大灣區金融糾紛調解工作會議。

排解爭議服務

DISPUTE RESOLUTION SERVICES



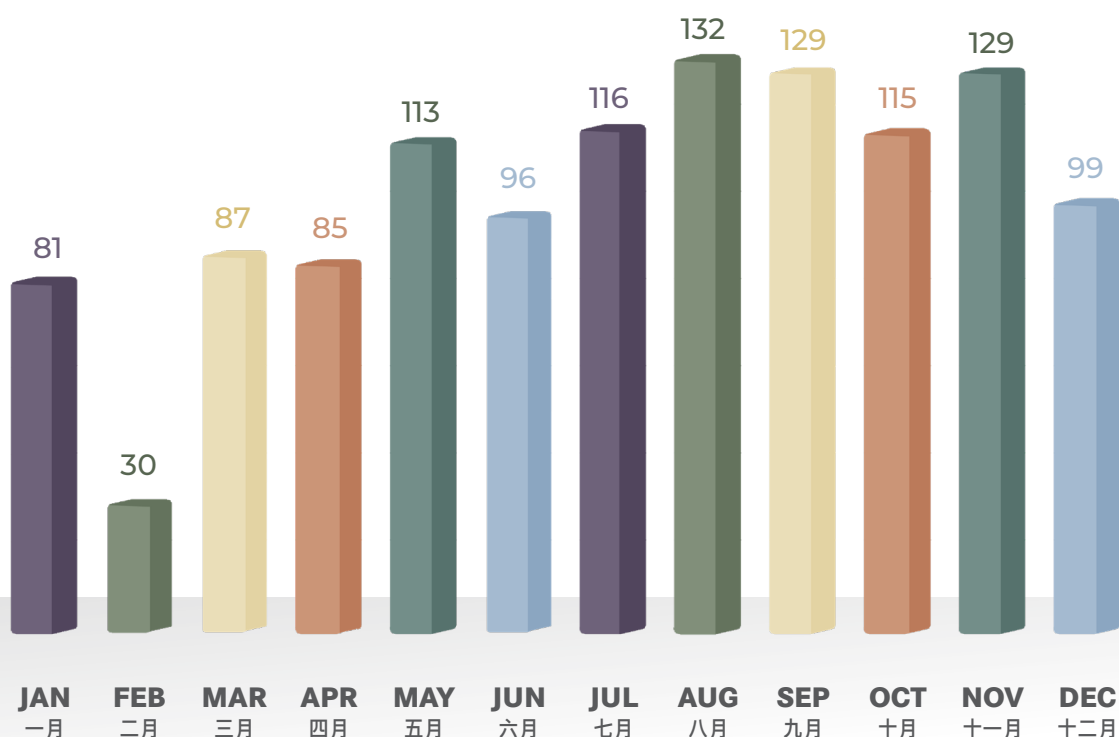
查詢 ENQUIRIES

Number of enquiries

For the year ended 31 December 2022, a total of 1,212 enquiries were handled by the FDRC.

查詢數字

截至2022年12月31日止的年度內，調解中心共處理1,212宗查詢。



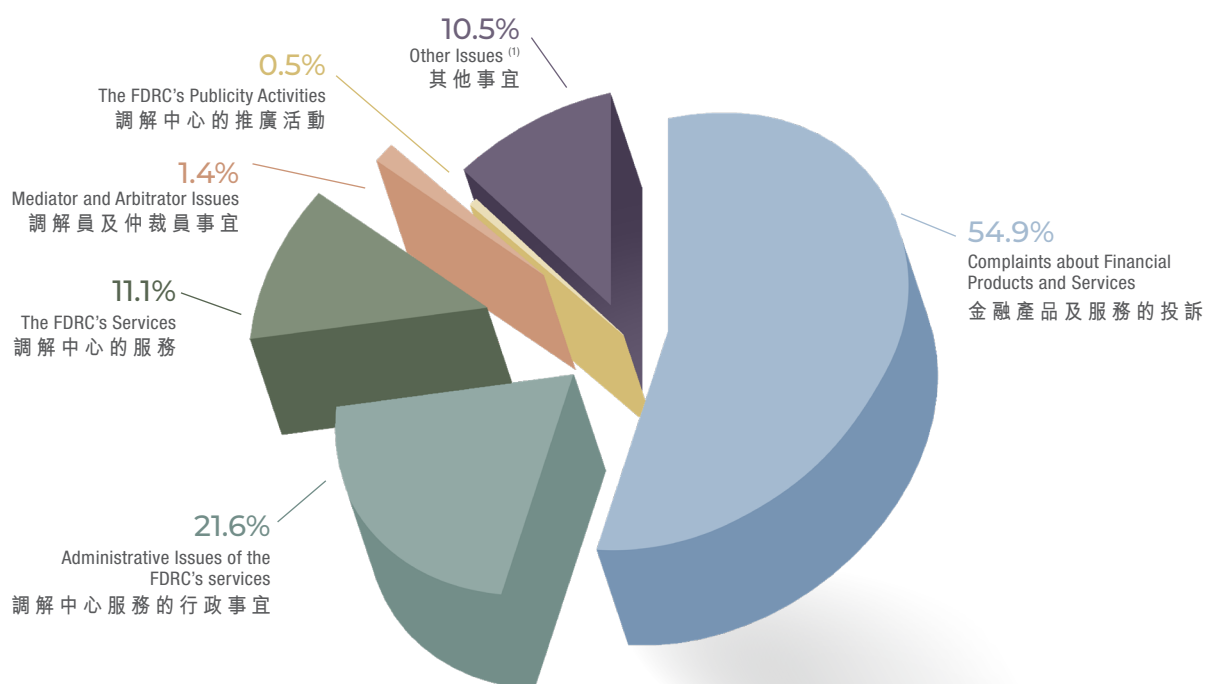
TOTAL
總數 1,212



查詢 ENQUIRIES

Nature of enquiries

查詢類別



Out of the 1,212 enquiries handled, 665 were related to complaints about financial products and services, 134 were about the FDRC's services, 262 were related to administrative issues of the FDRC's services, 17 were related to mediator and arbitrator issues, 6 were related to the FDRC's publicity activities and 128 were related to other issues ⁽¹⁾.

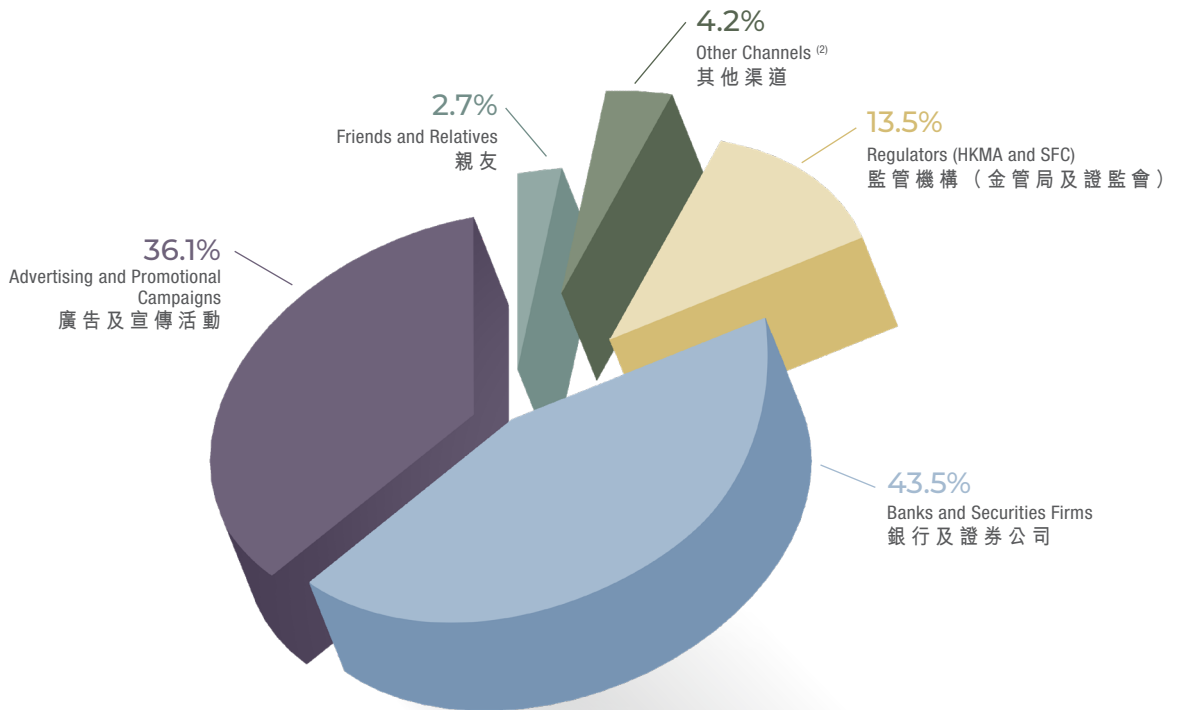
在已處理的1,212宗查詢中，665宗關於金融產品及服務的投訴，134宗關於調解中心的服務，262宗關於調解中心服務的行政事宜，17宗關於調解員及仲裁員事宜，6宗關於調解中心的推廣活動，128宗則關於其他事宜 ⁽¹⁾。

(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.

「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、個人之間的金融糾紛、租賃糾紛及勞資糾紛等。

Channels of Knowing the FDRC

知悉調解中心的途徑



Out of the enquiries received, 407 enquirers disclosed the channels of knowing the FDRC. 147 enquirers were aware of the FDRC through its advertising and promotional campaigns, 177 were referred by banks and securities firms, 55 by regulators (HKMA and SFC), 17 via other channels⁽²⁾ and 11 by friends and relatives.

在接獲的查詢當中，有407名查詢人士透露知悉調解中心的途徑。147名查詢者表示透過廣告及宣傳活動認識調解中心，177名經由銀行及證券公司轉介，55名由監管機構（金管局及證監會）轉介，17名則由其他渠道⁽²⁾及11名從親友中得知。

(2) "Other Channels" include the Government Hotline 1823, Insurance Authority, Consumer Council and seminars etc.
「其他渠道」包括政府熱線1823、保險業監管局、消費者委員會及講座等。



投訴 COMPLAINTS

Nature of Complaints about Financial Products and Services

Among the 1,212 enquiries handled, 665 were related to complaints about financial products and services. Among which, 184 were about Investments⁽³⁾, 178 were about Liabilities⁽⁴⁾, 105 were related to Insurance⁽⁵⁾, 68 were about Assets⁽⁶⁾ and 100 were on Others⁽⁷⁾, while 30 could not be classified.

金融產品及服務之投訴

在已處理的1,212個查詢當中，665宗與金融產品及服務的投訴有關。當中，184宗關於投資⁽³⁾，178宗涉及債務⁽⁴⁾，105宗為保險⁽⁵⁾，68宗與資產相關⁽⁶⁾，100宗則為其他產品⁽⁷⁾，其餘30宗則未能分類。

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

「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。

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

「債務」包括信用卡、貸款及樓宇按揭等。

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

「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。

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

「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。

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

「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。

Complaints initially not fulfilled the requirements of the Intake Criteria

Among the 665 complaints in relation to financial products and services, a total of 471 was initially not fulfilled the requirements stipulated under the Intake Criteria of the ToR in force at the time, including

- Enquirers had not filed written complaints to the relevant financial institutions;
- The disputes involved organisations which were not members of the FDRS; and
- The disputes were of non-monetary nature.

初步不符合《個案受理準則》要求的投訴

在665宗與金融產品及服務有關的投訴中，共471宗初步不符合當時適用的《職權範圍》的《個案受理準則》所訂的要求，當中包括

- 查詢者並未向相關金融機構作出書面投訴；
- 爭議涉及的機構並非調解計劃成員；及
- 爭議屬非金錢性質。



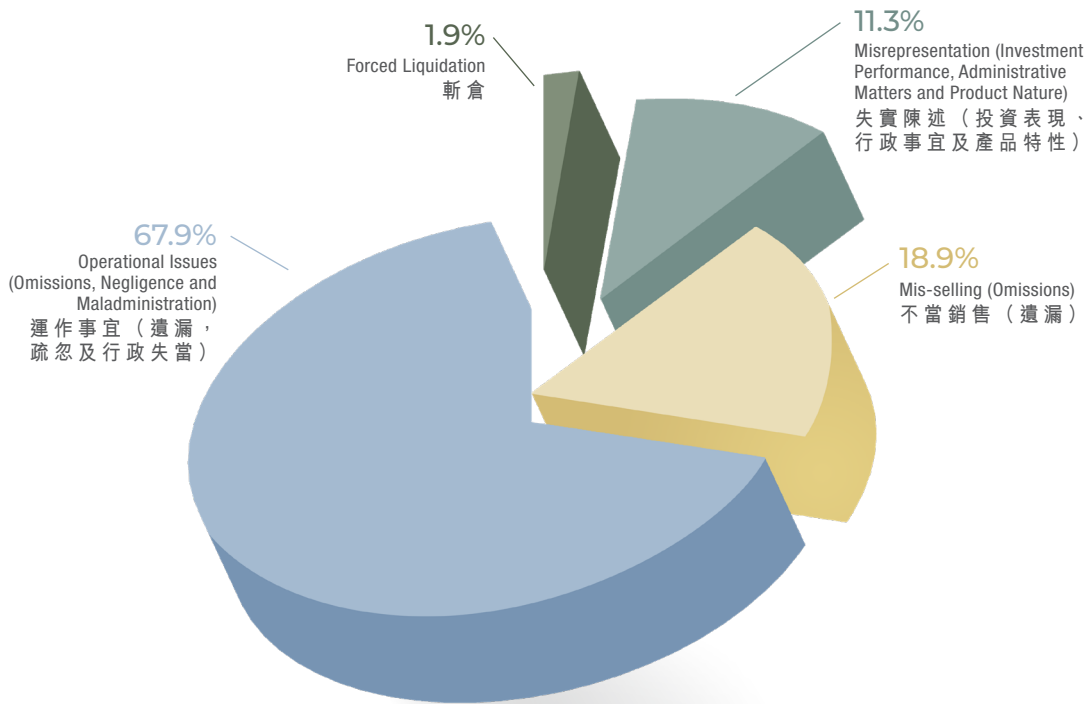
個案 CASES

For the year ended 31 December 2022, the FDRC received 53 applications for services under the FDRS.

截至2022年12月31日止的年度內，調解中心共接獲53宗調解計劃服務申請。

Composition of Applications⁽⁸⁾

申請個案類別



(8) Only cases received within 2022 were counted.
只計算在2022年內所收到的個案。

Financial Products and Services involved

Among the 53 applications handled, 20 were about Investments, 19 were about Liabilities, 4 were related to Insurance, 8 were about Assets and 2 were on Others.

涉及的金融產品及服務

在已處理的53個申請中，20宗關於投資，19宗涉及債務，4宗為保險，8宗與資產相關，2宗則為其他產品。



個案 CASES

Case Status as at 31 December 2022

Cases received within 2022

- Among the 53 applications, 28 were accepted, 4 were rejected as not meeting the Intake Criteria of the ToR in force at the time, 20 was under vetting and 1 was withdrawn during vetting.
- Among the 28 cases accepted, 20 cases were still ongoing and 8 went through the mediation process. Among the 8 cases went through the mediation process, 4 were completed and closed, 2 were at arbitration stage and the remaining 2 were under consideration for submission of the Notice to Arbitrate.
- Among the 4 completed and closed cases, 3 were settled at different stages of the mediation process and 1 was not settled in mediation (This case was closed as the claimant did not proceed to arbitration).
- With 3 out of the 4 completed and closed mediation cases in 2022 reaching settlement, the success rate for the year was 75%.

Cases brought forward from previous years

- In addition to the above mentioned 53 applications received, 28 applications received in previous years were carried forward to 2022.
- Among which, 4 applications were rejected as not meeting the Intake Criteria of the ToR in force at the time, 1 application was withdrawn during vetting and the remaining 23 cases were accepted and entered into the dispute resolution process.
- Among the 23 accepted cases, 10 of which were completed and closed in mediation process, 6 were still ongoing and 7 proceeded to arbitration.
- Among the 7 cases proceeded to arbitration, 2 withdrew from arbitration, 2 closed with Arbitral Awards rendered and the remaining 3 were still under the arbitration process.

在2022年12月31日的個案情況

2022年收到的個案

- 在53宗申請中，28宗申請獲受理，4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，20宗申請在審核中及1宗在審核中撤回申請。
- 獲受理的28宗申請中，20宗個案的調解程序正在進行中及8宗已完成調解程序。在8宗已完成調解程序的個案中，4宗已結案，2宗正進行仲裁，餘下2宗正考慮提交仲裁通知書。
- 在4宗已結案的個案中，3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1宗（這宗個案因有關申索人沒有選擇仲裁而結案）。
- 在2022年4宗已完成並結案的調解個案中有3宗達成和解，年度的成功率為75%。

由往年轉入的個案

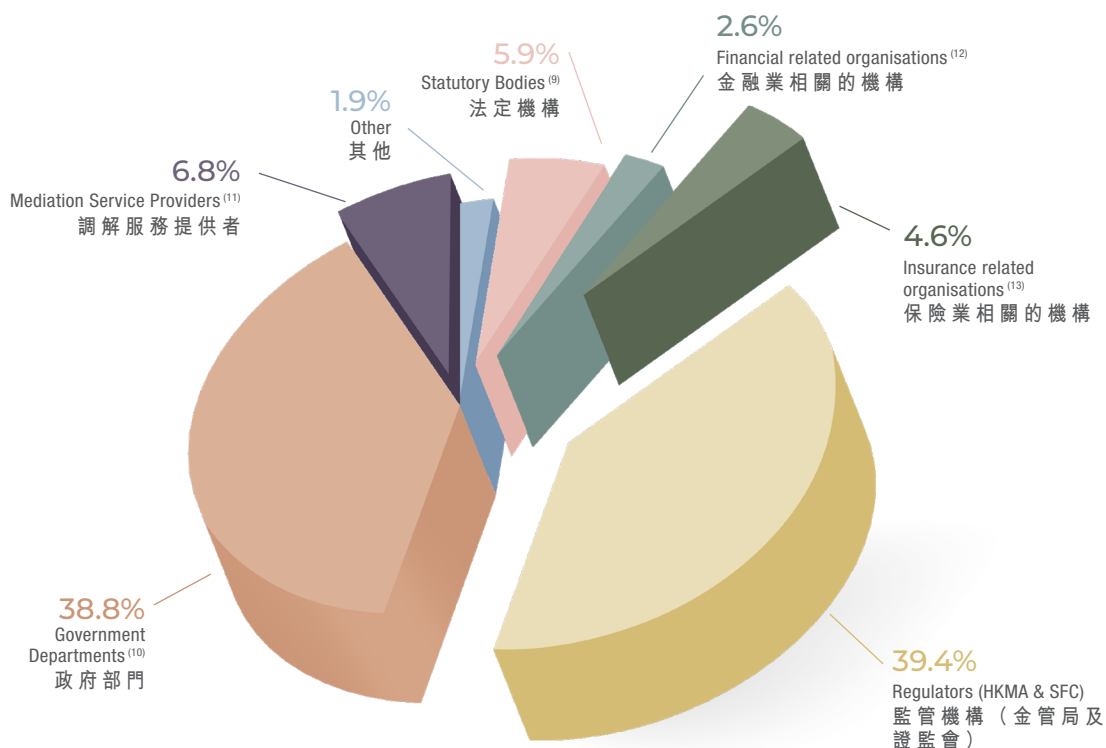
- 除上述53宗接獲的申請外，有28宗在往年接獲的申請轉入至2022年。
- 當中，4宗申請因不符合當時適用的《職權範圍》中的《個案受理準則》而被拒絕，1宗在審核中撤回申請，餘下23宗個案獲受理及進入了排解爭議程序。
- 在23宗獲受理個案中，其中10宗已於調解程序結案，6宗的程序仍然在進行中，另外7宗則進入仲裁程序。
- 在7宗進入仲裁程序的個案中，2宗撤出仲裁程序，2宗已作出《仲裁裁決》結案，餘下3宗仍然在仲裁程序中。

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 FDRC provided a total of 307 related assistance to enquirers in 2022.

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2022年，調解中心共提供了307次相關協助予查詢者。



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

包括消費者委員會、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

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

包括司法機構（例如小額錢債審裁處及綜合調解辦事處）、香港警務處、民政事務總署等

(11) e.g. Joint Mediation Helpline Office

例如聯合調解專線辦事處

(12) e.g. Chinese Gold and Silver Exchange Society

例如金銀業貿易場

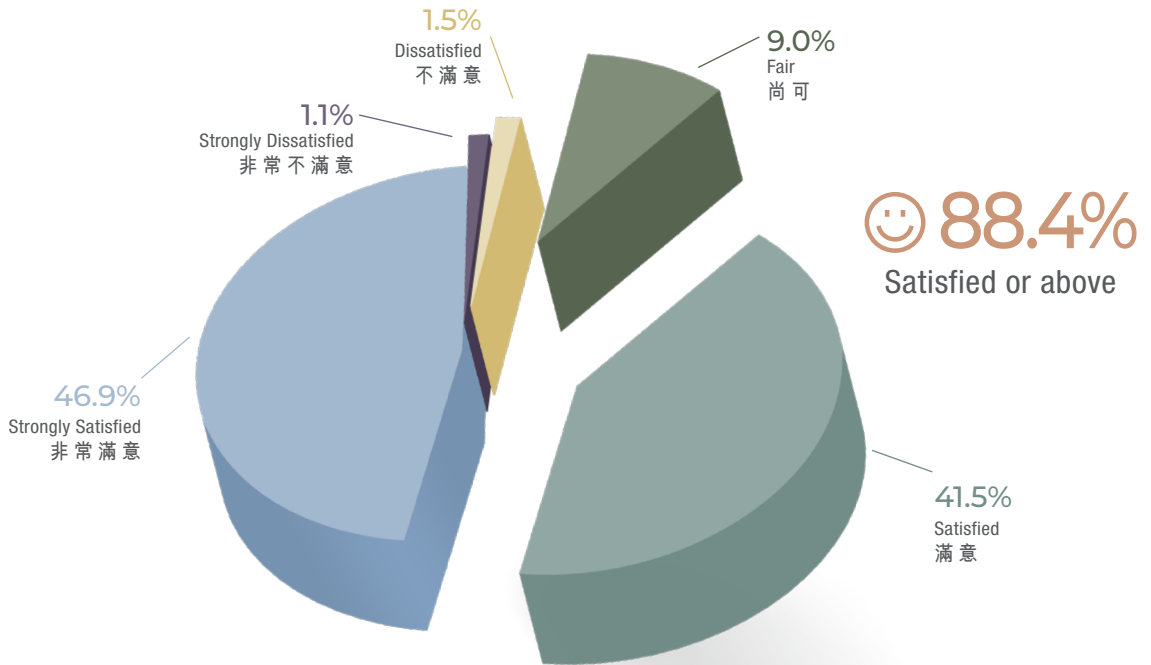
(13) e.g. The Hong Kong Federation of Insurers

例如香港保險業聯會



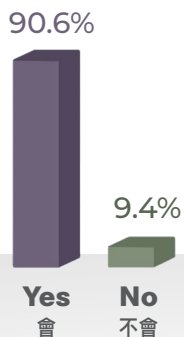
滿意度調查 SATISFACTION SURVEY

Overall satisfaction with the FDRC's services 調解中心服務的整體滿意度



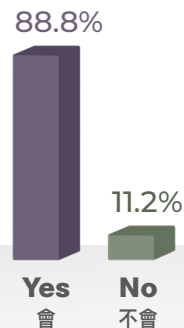
Would you recommend the FDRC mediation service to others if they have similar disputes?

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 2022 PUBLICITY

The FDRC engaged with a broad range of stakeholders for promoting awareness and trust. Our external stakeholders range from potential users of our services to those who are interested in the FDRC's broader role in reinforcing the status of Hong Kong as an international financial centre.

Throughout the year, we raised awareness of the availability and scope of our services through advertisements on television, radio and online platforms. Our advertising posters also appeared in various districts in Hong Kong.

We held 3 seminars for financial institutions and related organisations. These seminars were attended by 700 participants. We also geared up our mediators, arbitrators and staff for latest trends in financial services disputes. In 2022, topics discussed in continuing professional development courses included decentralised finance and online fraud.

In addition, we were proud to participate in and support key events that advanced financial dispute resolution in Hong Kong. Such events included: Investor and Financial Education Council's Hong Kong Money Month, the Department of Justice's Mediation Conference, and the Department of Justice's Vision 2030 for Rules of Law International Symposium. Furthermore, we co-organised and attended an online working meeting with counterparts in the Greater Bay Area.

調解中心致力與各界交流，提高大家對調解及仲裁服務的認知和信任。除了有機會使用本中心服務的對象外，有志於透過中心角色鞏固香港國際金融中心地位的不同人士，同樣是持分者之一。

在過去一年，調解中心透過電視、電台和網絡平台廣告，宣導調解及仲裁服務的可用性和使用範圍。中心的宣傳海報也遍佈香港各區，以引起不同階層的關注。

調解中心為金融機構和相關組織舉辦了3場研討會，共有700名參與者。我們亦為名單下的調解員、仲裁員和員工做好裝備，時刻留意最新的金融服務爭議趨勢。在2022年，持續專業進修課程的討論主題包括去中心化金融和網絡詐騙等。

此外，調解中心非常榮幸參與並支持幾項大型活動，以推動香港金融爭議排解。其中包括：投資者及理財教育委員會舉辦的「香港理財月2022」、律政司舉辦的「調解會議2022」，以及「法治2030國際研討會」。另外，中心亦聯同與大灣區的同行舉行線上工作會議。



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 2022.

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 2022 are set out in statement of changes in equity on page 39.

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 Tong Hon Shing (Retired with effect from 1 March 2022)
Mr Herman Cho Chun Wah (Retired with effect from 1 April 2023)
Prof William Wong Kam Fai
Mr Tang Nai Pan (Appointed with effect from 1 March 2022)
Ms Anna Koo Kar Chun (Appointed with effect from 1 April 2023)

董事局報告書

董事會全人謹將截至二零二二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

本公司截至二零二二年十二月三十一日止年度的儲備變動詳載於第39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
唐漢城先生(卸任於二零二二年三月一日生效)
曹振華先生(卸任於二零二三年四月一日生效)
黃錦輝教授
鄧肅斌先生(委任於二零二二年三月一日生效)
顧家珍女士(委任於二零二三年四月一日生效)

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

12 May 2023

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

二零二三年五月十二日

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 37 to 55, which comprise the statement of financial position as at 31 December 2022, 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 2022 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 ("HKSA") 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37至第55頁金融糾紛調解中心(「貴公司」)的財務報表，此財務報表包括於二零二二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二零二二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

畢馬威會計師事務所
執業會計師

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

香港中環
遮打道10號
太子大廈8樓

12 May 2023

二零二三年五月十二日

STATEMENT OF COMPREHENSIVE INCOME

全面收益表

for the year ended 31 December 2022 (Expressed in Hong Kong dollars)

截至二零二二年十二月三十一日止年度 (以港幣列示)

	Note 附註	2022	2021
Income 收入			
Revenue 收入	3	\$ 46,600	\$ 27,400
Other revenue 其他收入	4	138,623	77,538
		<u>\$ 185,223</u>	<u>\$ 104,938</u>
Expenditure 支出			
Staff costs 員工成本	5(a)	\$ 5,908,532	\$ 5,656,508
Depreciation and amortisation 折舊及攤銷		445,544	465,141
Other administrative and operating expenses 其他行政及經營費用		1,967,159	1,703,489
		<u>\$ 8,321,235</u>	<u>\$ 7,825,138</u>
Deficit and total comprehensive income for the year 年度虧損及全面收益總額	5	<u>\$ (8,136,012)</u>	<u>\$ (7,720,200)</u>

The notes on pages 41 to 55 form part of these financial statements.

第41至第55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 2022 (Expressed in Hong Kong dollars)

於二零二二年十二月三十一日 (以港幣列示)

	Note 附註	2022	2021
Non-current assets 非流動資產			
Property, plant and equipment 物業、廠房和設備	7	\$ 744,653	\$ 1,071,020
Intangible asset 無形資產	8	14,657	40,438
		<u>\$ 759,310</u>	<u>\$ 1,111,458</u>
Current assets 流動資產			
Deposits, prepayments and other receivables 按金、預付款和其他應收款	9	\$ 214,833	\$ 204,038
Time deposits with original maturity of over three months 原定期限多於三個月之定期存款		7,500,000	7,000,000
Cash and cash equivalents 現金和現金等價物	10	4,755,676	5,717,932
		<u>\$ 12,470,509</u>	<u>\$ 12,921,970</u>
Current liabilities 流動負債			
Accruals and other payables 應計款項和其他應付款	11	1,077,844	795,441
		<u>\$ 1,077,844</u>	<u>\$ 795,441</u>
Net current assets 流動資產淨值			
		<u>\$ 11,392,665</u>	<u>\$ 12,126,529</u>
Total assets less current liabilities 資產總值減流動負債			
		<u>\$ 12,151,975</u>	<u>\$ 13,237,987</u>
Non-current liabilities 非流動負債			
Accruals and other payables 應計款項和其他應付款	11	\$ 150,000	\$ 100,000
		<u>\$ 150,000</u>	<u>\$ 100,000</u>
NET ASSETS 資產淨值			
		<u>\$ 12,001,975</u>	<u>\$ 13,137,987</u>
RESERVES 儲備			
Reserves 儲備	12	\$ 12,001,975	\$ 13,137,987
		<u>\$ 12,001,975</u>	<u>\$ 13,137,987</u>
TOTAL RESERVES 儲備總額			
		<u>\$ 12,001,975</u>	<u>\$ 13,137,987</u>

Approved and authorised for issue by the board of directors on 12 May 2023. Signed on its behalf by:

董事局於二零二三年五月十二日核准並許可發出，並由下列人士代表簽署：

Mr Dieter YIH 葉禮德先生
Chairman 主席

Ms Anna Koo Kar Chun 顧家珍女士
Director and CEO 董事及行政總裁

The notes on pages 41 to 55 form part of these financial statements.

第41至第55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 2022 (Expressed in Hong Kong dollars)
截至二零二二年十二月三十一日止年度 (以港幣列示)

	<i>Reserves 儲備</i>
At 1 January 2021 於2021年1月1日	\$ 20,858,187
Change in equity for 2021: 2021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>(7,720,200)</u>
At 31 December 2021 and 1 January 2022 於2021年12月31日及2022年1月1日	\$ 13,137,987
Change in equity for 2022: 2022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>(8,136,012)</u>
Contribution from founder members 創辦成員的出資	<u>7,000,000</u>
At 31 December 2022 於2022年12月31日	<u>\$ 12,001,975</u>

The notes on pages 41 to 55 form part of these financial statements.

第41至第55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 2022 (Expressed in Hong Kong dollars)
截至二零二二年十二月三十一日止年度 (以港幣列示)

	Note 附註	2022	2021
Operating activities 經營活動			
Deficit for the year 年度虧損		\$ (8,136,012)	\$ (7,720,200)
Adjustments for 調整項目：			
Depreciation and amortisation 折舊及攤銷		445,544	465,141
Interest income 利息收入		(128,623)	(65,038)
Operating deficit before changes in working capital 營運資金變動前的經營虧損		\$ (7,819,091)	\$ (7,320,097)
Decrease in deposits, prepayments and other receivables 按金、預付款和其他應收款減少		47,959	7,804
Increase/(decrease) in accruals and other payables 應計款項和其他應付款增加 / (減少)		332,403	(79,383)
Net cash used in operating activities 經營活動所用的現金淨額		\$ (7,438,729)	\$ (7,391,676)
Investing activities 投資活動			
(Increase)/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(增加) / 減少		\$ (500,000)	\$ 8,500,000
Payment for purchase of property, plant and equipment 購置物業、廠房和設備款項		(93,396)	(7,500)
Interest income received 已收利息收入		69,869	67,687
Net cash (used in) / generated from investing activities 投資活動產生的現金淨額		\$ (523,527)	\$ 8,560,187
Financing activity 融資活動			
Contribution from founder members 創辦成員的出資		\$ 7,000,000	\$ -
Net cash used in financing activity 融資活動所用的現金淨額		\$ 7,000,000	\$ -
Net (decrease)/increase in cash and cash equivalents 現金和現金等價物(減少) / 增加淨額		\$ (962,256)	\$ 1,168,511
Cash and cash equivalents as at 1 January 於1月1日的現金和現金等價物		5,717,932	4,549,421
Cash and cash equivalents as at 31 December 於12月31日的現金和現金等價物	10	\$ 4,755,676	\$ 5,717,932

The notes on pages 41 to 55 form part of these financial statements.

第41至第55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 15).

(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 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.

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15)。

(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。

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 (Continued)

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) 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.

2. 主要會計政策 (續)

(d) 物業、廠房和設備 (續)

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) 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
--------	----

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。

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) Deposits, prepayments and other receivables

Deposits, prepayments and other receivables are initially recognised 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.

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.

(g) 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.

(h) 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.

2. 主要會計政策 (續)

(f) 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。

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。

(g) 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。

(h) 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。

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)

(i) Income tax

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

(j) 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.

(k) 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.

(l) Contributions from founder members

Contributions from founder members are treated as capital contribution and recognised in the statement of financial position and reserves when received.

2. 主要會計政策 (續)

(i) 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。

(j) 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。

(k) 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。

(l) 創辦成員的出資

創辦成員的出資被當作注資處理，並在收到時於財務狀況表和儲備金中確認。

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)

(m) 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.

(n) 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.

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.

2. 主要會計政策 (續)

(m) 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。

(n) 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。

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。

NOTES TO THE FINANCIAL STATEMENTS

財務報表附註

(Expressed in Hong Kong dollars 以港幣列示)

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.

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。

	2022	2021
Application fee for mediation service 調解服務申請費	\$ 10,600	\$ 8,400
In-house mediation service 本公司提供的調解服務	36,000	19,000
Total 總額	<u>\$ 46,600</u>	<u>\$ 27,400</u>

4. Other revenue

4. 其他收入

	2022	2021
Renewal fee for FDRS Lists of Mediators/Arbitrators 調解計劃轄下調解員/仲裁員名單的續期費	\$ 4,000	\$ 8,600
Interest income 利息收入	128,623	65,038
Sundry income 雜項收入	6,000	3,900
	<u>\$ 138,623</u>	<u>\$ 77,538</u>

5. Deficit

Deficit is arrived at after charging:

5. 虧損

有關虧損是計及以下各項後得出：

	2022	2021
(b) Staff costs 員工成本		
Salaries, wages and other benefits 薪金、工資和其他福利	\$ 5,772,361	\$ 5,521,723
Contributions to defined contribution retirement plan 界定供款退休計劃供款	136,171	134,785
	<u>\$ 5,908,532</u>	<u>\$ 5,656,508</u>
(c) Other items 其他項目		
Auditors' remuneration 核數師酬金	\$ 145,000	\$ 134,700
Depreciation on 折舊		
- owned property, plant and equipment 自建物業、廠房和設備	419,763	423,891
Amortisation 攤銷	25,781	41,250
Other administrative and operating expense 其他行政及經營費用	1,822,159	1,568,789
	<u>\$ 2,412,703</u>	<u>\$ 2,168,630</u>

NOTES TO THE FINANCIAL STATEMENTS

財務報表附註

(Expressed in Hong Kong dollars 以港幣列示)

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:

	2022	2021
Salaries and allowances 薪金和津貼	\$ 1,871,208	\$ 1,816,704
Performance-based bonus 績效獎金	109,154	75,696
Retirement scheme contribution 退休計劃供款	18,000	18,000
	<u> </u>	<u> </u>

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.

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：

	2022	2021
薪金和津貼	\$ 1,871,208	\$ 1,816,704
績效獎金	109,154	75,696
退休計劃供款	18,000	18,000
	<u> </u>	<u> </u>

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。

7. Property, plant and equipment

7. 物業、廠房和設備

	<i>Leasehold improvements</i> 租賃改善	<i>Furniture and fixtures</i> 傢俱及固裝置	<i>Office equipment</i> 辦公室設備	<i>Computer equipment and software</i> 電腦設備軟件	<i>Total</i> 總額
Cost 成本：					
At 1 January 2022 於2022年1月1日	\$ 1,396,832	\$ 169,224	\$ 178,429	\$ 1,281,925	\$ 3,026,410
Additions 增置	-	-	4,092	89,304	93,396
At 31 December 2022 於2022年12月31日	<u>\$ 1,396,832</u>	<u>\$ 169,224</u>	<u>\$ 182,521</u>	<u>\$ 1,371,229</u>	<u>\$ 3,119,806</u>
Accumulated depreciation 累計折舊：					
At 1 January 2022 於2022年1月1日	\$ (546,450)	\$ (110,089)	\$ (132,400)	\$ (1,166,451)	\$ (1,955,390)
Charge for the year 本年度折舊	(279,948)	(17,800)	(35,324)	(86,691)	(419,763)
At 31 December 2022 於2022年12月31日	<u>\$ (826,398)</u>	<u>\$ (127,889)</u>	<u>\$ (167,724)</u>	<u>\$ (1,253,142)</u>	<u>\$ (2,375,153)</u>
Net book value 賬面淨值：					
At 31 December 2022 於2022年12月31日	<u>\$ 570,434</u>	<u>\$ 41,335</u>	<u>\$ 14,797</u>	<u>\$ 118,087</u>	<u>\$ 744,653</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)

7. 物業、廠房和設備(續)

	<i>Leasehold improvements</i> 租賃改善	<i>Furniture and fixtures</i> 傢俱及固裝置	<i>Office equipment</i> 辦公室設備	<i>Computer equipment and software</i> 電腦設備軟件	<i>Total</i> 總額
Cost 成本：					
At 1 January 2021 於2021年1月1日	\$ 1,389,332	\$ 169,224	\$ 178,429	\$ 1,281,925	\$ 3,018,910
Additions 增置	7,500	-	-	-	7,500
At 31 December 2021 於2021年12月31日	<u>\$ 1,396,832</u>	<u>\$ 169,224</u>	<u>\$ 178,429</u>	<u>\$ 1,281,925</u>	<u>\$ 3,026,410</u>
Accumulated depreciation 累計折舊：					
At 1 January 2021 於2021年1月1日	\$ (267,409)	\$ (92,289)	\$ (97,408)	\$ (1,074,393)	\$ (1,531,499)
Charge for the year 本年度折舊	(279,041)	(17,800)	(34,992)	(92,058)	(423,891)
At 31 December 2021 於2021年12月31日	<u>\$ (546,450)</u>	<u>\$ (110,089)</u>	<u>\$ (132,400)</u>	<u>\$ (1,166,451)</u>	<u>\$ (1,955,390)</u>
Net book value 賬面淨值：					
At 31 December 2021 於2021年12月31日	<u>\$ 850,382</u>	<u>\$ 59,135</u>	<u>\$ 46,029</u>	<u>\$ 115,474</u>	<u>\$ 1,071,020</u>

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：

	2022	2021
At 1 January 於 1 月 1 日	\$ 1,225,396	\$ 1,225,396
Additions 增置	-	-
At 31 December 於 12 月 31 日	\$ 1,225,396	\$ 1,225,396
Accumulated amortisation 累計攤銷：		
At 1 January 於 1 月 1 日	\$ 1,184,958	\$ 1,143,708
Charge for the year 本年度攤銷	25,781	41,250
At 31 December 於 12 月 31 日	\$ 1,210,739	\$ 1,184,958
Net book value 賬面淨值：		
At 31 December 於 12 月 31 日	\$ 14,657	\$ 40,438

8. 無形資產

9. Deposits, prepayments and other receivables

	2022	2021
Deposits 按金	\$ 4,480	\$ 4,520
Prepayments 預付款	149,955	197,874
Other receivables 其他應收款	60,398	1,644
	\$ 214,833	\$ 204,038

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

9. 按金、預付款和其他應收款

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:

	2022	2021
Cash at bank and on hand 銀行存款和現金	\$ 655,676	\$ 717,932
Time deposits with original maturity of less than three months 原定期限少於三個月之定期存款	4,100,000	5,000,000
Cash and cash equivalents 現金和現金等價物	\$ 4,755,676	\$ 5,717,932

10. 現金和現金等價物

現金和現金等價物包括：

NOTES TO THE FINANCIAL STATEMENTS

財務報表附註

(Expressed in Hong Kong dollars 以港幣列示)

11. Accruals and other payables

Accruals 應計款項
Other payables 其他應付款項

	2022	2021
	\$ 1,082,844	\$ 760,741
	145,000	134,700
	<u>\$ 1,227,844</u>	<u>\$ 895,441</u>

The amount of the accruals and other payables that are settled after more than one year is \$150,000 (2021: \$100,000) 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.

12. 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 2022 was \$12,001,975 (2021: \$13,137,987). The Company's primary objectives when managing capital are to safeguard the Company's ability to continue as a going concern.

11. 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150,000元(二零二一年：100,000元)，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。

12. 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況出資，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，於二零二二年十二月三十一日的資本額為12,001,975元（2021年：13,137,987元）。本公司管理資本的主要目的是保障本公司可持續經營。

NOTES TO THE FINANCIAL STATEMENTS

財務報表附註

(Expressed in Hong Kong dollars 以港幣列示)

12. Capital and reserve (continued)

(b) Capital management (continued)

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 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 SFC and the HKMA provided funding of \$3,500,000 each on 14 November 2022 and 16 November 2022 respectively, and have provided a commitment to provide a further \$7,000,000 each on request by the Company. There are no specific performance condition attached to the funding received or committed to in 2022.

The Company was not subject to externally imposed capital requirements.

12. 資本和儲備 (續)

(b) 資本管理 (續)

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。證監會和金管局分別於二零二二年十一月十四日和二零二二年十一月十六日各自提供了3,500,000元的資金，並已承諾在本公司要求下，各自再提供7,000,000元。二零二二年收到或承諾提供的資金並無附設具體的績效條件。

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)

13. 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:

	2022			2021		
	Carrying amount	Within 1 year or on demand	More than 1 year but less than 5 years	Carrying amount	Within 1 year or on demand	More than 1 year but less than 5 years
	賬面金額	1年內或按 要求償還	1年後 但5年內	賬面金額	1年內或按 要求償還	1年後 但5年內
Accruals and other payables 應計款項和其他應付款	\$ 1,227,844	\$ 1,077,844	\$ 150,000	\$ 895,441	\$ 795,441	\$ 100,000
	<u>\$ 1,227,844</u>	<u>\$ 1,077,844</u>	<u>\$ 150,000</u>	<u>\$ 895,441</u>	<u>\$ 795,441</u>	<u>\$ 100,000</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.

13. 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)

13. Financial risk management and fair values

(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 2022, the Company was not exposed to significant interest rate risk arising from cash deposited in savings and fixed deposits accounts.

At 31 December 2022, it is estimated that a general decrease/increase of 100 basis points in interest rates, with all other variables held constant, would have increased/decreased the Company's profit after tax and retained profits by approximately \$118,063 (2021: \$122,476).

(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.

14. 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.

(i) During the year, the Company entered into the following material related party transactions with The Bank of East Asia. A director of the Company, who has retired with effect from 1 March 2022, is a Deputy Chief Executive of The Bank of East Asia.

13. 金融風險管理和公允價值

(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。於二零二二年十二月三十一日，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。

於二零二二年十二月三十一日，估計整體利率每減少 / 增加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增加 / 減少約118,063元（二零二一年：122,476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。

14. 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，本公司於年內進行了以下的重大關連方交易。

(i) 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，並已於二零二二年三月一日起卸任。

	2022	2021
Cash and cash equivalents 現金及現金等價物	\$ 4,100,000	\$ 5,000,000
Time deposits with original maturity of over three months 原到期日超過三個月的定期存款	\$ 7,500,000	\$ 7,000,000
Interest income 利息收入	\$ 128,207	\$ 44,611

NOTES TO THE FINANCIAL STATEMENTS

財務報表附註

(Expressed in Hong Kong dollars 以港幣列示)

14. Material related party transactions (continued)

(b) Other related party transactions (continued)

(ii) In January 2021, FDRC entered into a five-year lease for office with the Government Property Agency effective from 15 January 2020. The Government Property Agency is considered to be related to the USFST. The amount of rent payable by the company under the lease is \$1 per annum if demanded.

14. 重大關聯方交易 (續)

(b) 與其他關聯方的交易 (續)

(ii) 於二零二一年一月，金融糾紛調解中心與政府產業署訂立了為期五年的辦公室租約，自二零二零年一月十五日起生效。政府產業署被視與財經事務及庫務局相關聯。如要求，本公司根據租約應付的租金為每年1港元。

15. Possible impact of amendments, new standards and interpretations issued but not yet effective for the year ended 31 December 2022

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 2022 and which have not been adopted in these financial statements. These include the following which may be relevant to the company.

15. 已頒布但尚未在截至二零二二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日，香港會計師公會已頒布數項在截至二零二二年十二月三十一日止年度尚未生效，亦沒有在本財務報表採用的修訂及一項新準則，《香港財務報告準則》第17號「保險合約」。這些準則變化包括下列可能與本公司有關的項目。

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 HKAS 1, Classification of liabilities as current or non-current 《香港會計準則》第1號修訂本「流動與非流動負債的劃分」	1 January 2023 2023年1月1日
Amendments to HKAS 1 and HKFRS Practice Statement 2, Disclosure of accounting policies 《會計政策的披露 — 對〈香港會計準則第1號〉和〈香港財務報告準則實務公告第2號〉的修訂》	1 January 2023 2023年1月1日
Amendments to HKAS 8, Definition of accounting estimates 《香港會計準則》第8號修訂 — 「會計估計的定義」	1 January 2023 2023年1月1日
Amendments to HKAS 12, Deferred tax related to assets and liabilities arising from a single transaction 《香港會計準則》第12號修訂 — 「與單項交易產生的資產和負債相關的遞延所得稅」	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修訂對初始採用期間的影響。到目前為止，本公司相信採納這些修訂不大可能會對本財務報表產生重大影響。



2022

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年報

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