

ADR scheme	
EU/EEA member state	France
Name in original language	Médiation de la Consommation du Groupe La Poste et de La Banque Postale
Name in English	Ombudsman for La Poste Group and La Banque Postale
Contact details for consumers	
Address	5 rue du Colonel Avia 75757 PARIS CEDEX 15
Phone number	
Fax number	
E-mail address	mediateur-groupelaposte@laposte.fr
Website address	https://mediateur.groupelaposte.com
How the ADR scheme works	
Type of ADR scheme	☐ public ☐ established by law ☒ private ☒ voluntary
Limits	
Are there prior formalities to be complied with?	☒ yes ☐ no
Does the consumer have to pay a fee?	☐ yes ☒ no
If the consumer has to pay a fee, how much is it (in euro)?	EUR
Does the ADR scheme answer enquiries about its work?	☒ yes ☐ no
Does the ADR scheme try to help the parties reach a negotiated settlement?	☒ yes ☐ no
Does the ADR scheme issue a decision upholding or rejecting the complaint?	☒ yes ☐ no
If the ADR scheme issues a decision, what is its effect?	☒ recommendation, not binding on either party ☐ binding on the financial institution but not the consumer ☐ binding on both the financial institution and the consumer
Any necessary explanation about the decision	
Average time for ADR scheme to resolve a complaint	90 days
Language(s) in which the ADR scheme operates	
Language(s) in which a complaint can be made	French
Language(s) in which any decision can be issued	French
Observations	
Any additional useful information not already covered by the other sections of this form	All information are available in the annual report on the website.