



Financial service providers dispute resolution scheme

Under the Financial Service Providers (Registration and Dispute Resolution) Act 2008, all financial service providers providing services to the public must join a dispute resolution scheme. Financial service providers can either be a member of an approved dispute resolution scheme, or the reserve scheme.

- [Find out more about the requirements for financial service providers.](#)
- [Find out more about the approved financial service provider disputes resolution schemes and the reserve scheme.](#)

Guidelines for applying to become an approved dispute resolution scheme

These guidelines are designed to assist schemes considering making an application to become an approved dispute resolution scheme.

[Guidelines to assist schemes applying to become an Approved Dispute Resolution Scheme under The Financial Service Providers \(Registration and Dispute Resolution\) Act 2008](#)

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