



Financial service providers disputes resolution regime

The Financial Service Providers (Registration and Dispute Resolution) Act 2008 requires financial service providers to be registered, and those who provide financial services to the public (retail clients) must be members of either an approved dispute resolution scheme or the reserve scheme.

The Ministry of Consumer Affairs is responsible for administering the financial service providers dispute resolution regime. This includes monitoring of the approved schemes and overseeing the reserve scheme.

The Ministry has developed guidelines to assist schemes applying to become an Approved Disputes Resolution under the Financial Service Providers (Registration and Dispute Resolution) Act.

The reserve scheme was established by the Ministry. The rules and fees of the reserve scheme are set by regulations. The reserve scheme operates under the trading name of Financial Dispute Resolution (FDR).

Related documents

Current regulations

[Guidelines to Assist Schemes applying for Approval Disputes Resolution schemes](#)

[Financial Service Providers \(Registration and Dispute Resolution\) Act 2008](#)

[Financial Service Providers \(Disputes Resolution - Reserve Scheme\) Rules 2010](#)

[Financial Service Providers \(Disputes Resolution - Reserve Scheme Fees\) Rules 2010](#)

[Financial Service Providers \(Appointment of Reserve Scheme\) Order 2010](#)

[Financial service dispute resolution \(for consumers\)](#)

[Financial service disputes resolution \(for financial service providers\)](#)

Policy development documents

- [Proposed Reserve Dispute Resolution Scheme under the Financial Service Providers \(Registration and Dispute Resolution\) Act 2008: Discussion Paper \(June 2009\) – submissions closed](#)
- [Draft Guidelines to Assist Schemes applying for Approval under the Financial Service Providers \(Registration and Dispute Resolution\) Act 2008: Discussion Paper \(June 2009\) – submissions closed](#)

Media release

[First Financial Services Disputes Resolution Scheme Application – Minister Heather Roy](#)

[Financial Service Dispute Resolution Scheme On Its Way -Minister Heather Roy](#)