

Mediation Certificate
《調解證明書》

To: The Insurance Complaints Bureau
致：保險投訴局

Case Ref:
個案編號：_____

This is to certify that the mediation took place on _____(date)
from _____ am/pm to _____ am/pm (time) between
_____ (the Complainant(s)), _____
(the Member(s)) and _____ (the Mediator) has been:

茲證明_____ (投訴人)與_____ (涉案的會員
公司)和_____ (調解員)在_____年_____月_____日(日期)
(上午/下午)_____至(上午/下午)_____ (時間)進行調解，並已：

concluded with the following outcome:
完成和得出以下結果：

- full and final settlement reached, with a Mediation Settlement Agreement signed.
達成圓滿及最終和解，《經調解的和解協議書》已妥為簽署。
- no settlement reached.
未能達成和解。

terminated:
終止：

- by the Complainant.
由投訴人提出。
- by the Mediator, pursuant to paragraph 24(b)(i) of the ICB Mediation Rules.
由調解員根據投訴局《調解規則》第24(b)(i)條提出。
- by the Mediator, pursuant to paragraph 24(b)(ii) of the ICB Mediation Rules.
由調解員根據投訴局《調解規則》第24(b)(ii)條提出。
- by the Mediator, pursuant to paragraph 24(b)(iii) of the ICB Mediation Rules.
由調解員根據投訴局《調解規則》第24(b)(iii)條提出。
- by the Mediator, pursuant to paragraph 24(b)(iv) of the ICB Mediation Rules.
由調解員根據投訴局《調解規則》第24(b)(iv)條提出。
- by the Mediator, pursuant to paragraph 24(b)(v) of the ICB Mediation Rules.
由調解員根據投訴局《調解規則》第24(b)(v)條提出。
- by the Mediator, pursuant to paragraph 24(b)(vi) of the ICB Mediation Rules.
由調解員根據投訴局《調解規則》第24(b)(vi)條提出。

Signature 簽署：_____

Name of Mediator
調解員姓名：_____

Date 日期：_____