

99118007000000

Submit a conciliation request to the conciliation body of the German Savings Banks and Giro Association (DSGV)

Heruntergeladen am 17.07.2025

<https://fimportal.de/xzufi-services/6000729-99118007000000/L100009>

Modul	Sachverhalt
Leistungsschlüssel	99118007000000
Leistungsbezeichnung I	Submit a conciliation request to the conciliation body of the German Savings Banks and Giro Association (DSGV)
Leistungsbezeichnung II	Submit a conciliation request to the conciliation body of the German Savings Banks and Giro Association (DSGV)
Typisierung	1 - Bund: Regelung und Vollzug
Quellredaktion	Sachsen
Freigabestatus Katalog	unbestimmter Freigabestatus
Freigabestatus Bibliothek	unbestimmter Freigabestatus
Begriffe im Kontext	
Leistungstyp	

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Leistungsgruppierung	
Verrichtungskennung	
SDG-Informationsbereich	
Lagen Portalverbund	
Einheitlicher Ansprechpartner	
Fachlich freigegeben am	
Fachlich freigegeben durch	
Handlungsgrundlage	<ul style="list-style-type: none"> • Verfahrensordnung für die außergerichtliche Schlichtung von Kundenbeschwerden für die Institute der Sparkassen-Finanzgruppe
Teaser	<p>If differences of opinion between you and your savings bank cannot be resolved amicably, you can apply for an out-of-court conciliation procedure under certain conditions.</p>
Volltext	<p>Procedure for the out-of-court settlement of disputes with the institutions of the Savings Banks Finance Group</p> <p>If differences of opinion between you and your savings bank cannot be resolved amicably, you can apply for an out-of-court conciliation procedure under certain conditions.</p> <p>The German Savings Banks and Giro Association (DSGV) has set up a conciliation board for the out-of-court settlement of disputes with the institutions of the Savings Banks Finance Group. The DSGV's arbitration board is recognised by the Federal Office of Justice as a consumer arbitration board.</p> <p>Tip: Disagreements can often be resolved through direct contact with the financial institution concerned. As a first step, you should ask for clarification there before submitting a conciliation request.</p>
Erforderliche Unterlagen	Documents that are necessary to understand your

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	<p>case, for example</p> <ul style="list-style-type: none"> • Contracts (e.g. loan or savings contracts) • Account/custody account statements • Correspondence with the institution concerned
Voraussetzungen	<ul style="list-style-type: none"> • the institute concerned participates in the proceedings • Subject matter of the arbitration: all products and services of the institution concerned, in particular disputes pursuant to section 14 para. 1 sentence 1 of the German Injunctions Act (Unterlassungsklagengesetz - UKlaG)
Kosten	<ul style="list-style-type: none"> • Costs of proceedings: none <p>Expenses (for example postage) will not be reimbursed.</p>
Verfahrensablauf	<p>In the event of a dispute about a business transaction, first contact the institution concerned so that it can be given the opportunity to resolve the matter amicably and remedy your complaint immediately.</p> <p>Request for conciliation</p> <ul style="list-style-type: none"> • If the dispute could not be settled directly with the institution and you now wish to involve the conciliation body, you must apply there in text form. An application form is available on the conciliation board's website (link also here in Amt24). • In the application, describe the dispute that is to be mediated and state your specific concerns. • Attach documents that are necessary to understand the dispute. • Submit the application to the conciliation board in writing or by e-mail, together with relevant documents relating to the dispute. <p>Examination</p> <ul style="list-style-type: none"> • If the examination has shown that the conciliation board is responsible for the application, it will obtain a statement from the institution concerned. You will then receive a copy of this statement together with the

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opportunity to comment on it.

- If the conciliation procedure has not been settled by then, the entire case will be submitted to the ombudsman (conciliation proposal).
- The ombudsman examines the facts of the case and submits a conciliation proposal as to how the dispute can be settled appropriately by the parties involved in accordance with applicable law and taking into account the principles of good faith.

Bearbeitungsdauer
Frist
**weiterführende
Informationen**
Hinweise
Rechtsbehelf
Kurztext
Ansprechpunkt
Zuständige Stelle
Formulare
Ursprungsportal