



Financial Industry Disputes Resolution Centre Ltd

Company Reg No. 200502125D

PARENTAL CONSENT AGREEMENT

To: FINANCIAL INDUSTRY DISPUTES RESOLUTION CENTRE LTD (FIDReC)

Name of Complainant:

Birth Certificate/ NRIC/ Passport No.¹:

INFORMATION OF PARENT/GUARDIAN:

Name of Parent²/ Guardian³: (“Parent/ Guardian”)

NRIC/ FIN/ Passport:

Address:

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Telephone: Mobile No.:

Email:

Note:

- 1 A copy of the Complainant’s birth certificate
- 2 If the parent gives consent, a copy of the parent’s NRIC/ FIN/ Passport
- 3 If the guardian gives consent, a copy of the court order/ will/ deed appointing the guardian under Section 7 of the Guardianship of Infants Act, a copy of the guardian’s NRIC/ FIN/ Passport, and, in a case of a will appointing the guardian, a copy of the Grant of Probate.

In consideration of FIDReC's acceptance of the complaint filed by the Complainant, it is hereby agreed as follows:

1. Complainant is a Minor

The Complainant intends to utilise the services of FIDReC to resolve a dispute with

[insert name of Financial Institution]

and has lodged a complaint with FIDReC. As the Complainant is a minor (not having reached the age of 18) parental consent is required in order that FIDReC can administer and deal with the complaint ("FIDReC's proceedings").

To signify full consent to the Complainant taking part in FIDReC's proceedings, the Parent/Guardian must complete this Agreement and return a signed copy to FIDReC.

2. FIDReC's Processes and Obligations

FIDReC administers all complaints in accordance with processes and procedures set out in its Terms of Reference ("TOR") and any other agreement(s) that a complainant might from time to time be required to enter into. The Parent/Guardian must read and fully understand and agree to those processes and procedures and ensure that the Complainant also understands and agrees to the same. [The Parent/Guardian will be required to sign and agree to these agreements for and on behalf of the Complainant.]

In the course of FIDReC's proceedings, the Complainant will, amongst other things, be required to:

- (i) make oral and written submissions to present his complaint;
- (ii) attend mediation/adjudication sessions;
- (iii) respond to queries from the mediator/adjudicator;
- (iv) provide any supporting documents;
- (v) decide whether or not accept adjudication awards; and
- (vi) enter into settlement agreements.

FIDReC does not have, and will not provide any special provisions or amenities or supervision for complainants that are minor(s) (including for the Complainant). The Parent/Guardian is however, free to and should accompany the Complainant during any of FIDReC's proceedings.

3. Parent Responsible for Conduct, Care, Supervision and Safety of Minor

The Parent/Guardian remains solely responsible for the conduct, behaviour, care and supervision of the Complainant in the course of any FIDReC's proceedings.

4. Obligation to Sign Binding Agreements

In addition to this Agreement, the TOR and any other agreement required in the course of FIDReC's proceedings, the Complainant might also enter into a settlement agreement with the other party. The Parent/Guardian agrees to provide his consent and/or sign such agreement on behalf of the Complainant, such that any agreement entered into will be binding on the Complainant.

5. Release

The Parent/Guardian, on his own behalf as well as the Complainant, their heirs, executors, administrators, successor and assigns, hereby waive release and discharge FIDReC, its officers, directors, agents, and employees with respect to any claims liability arising out of or in connection with FIDReC's proceedings. No claims shall be made by the Complainant and/or the Parent/Guardian against FIDReC.

6. Acknowledgement

The Parent / Guardian, on his own behalf as well as on behalf of the Complainant, acknowledge and confirm that they have:

- (i) read this agreement carefully and understand its provisions;
- (ii) the right to seek independent legal advice;
- (iii) determined it is the best interest of the Complainant to enter into this agreement;

