

ADR scheme	
EU/EEA member state	Bulgaria
Name in original language	Национална асоциация за извънсъдебни спогодби-НАИС
Name in English	National Association for Out-of-Court Settlements- NAIS
Contact details for consumers	
Address	Sofia 1527, 26 Vrabcha str.
Phone number	+359 2 989 01 06
Fax number	
E-mail address	office@nais.bg
Website address	nais.bg
How the ADR scheme works	
Type of ADR scheme	☐ public ☒ private ☐ established by law ☐ voluntary
Limits	
Are there prior formalities to be complied with?	☒ yes ☐ no
Does the consumer have to pay a fee?	☐ yes ☒ no
If the consumer has to pay a fee, how much is it (in euro)?	EUR
Does the ADR scheme answer enquiries about its work?	☒ yes ☐ no
Does the ADR scheme try to help the parties reach a negotiated settlement?	☒ yes ☐ no
Does the ADR scheme issue a decision upholding or rejecting the complaint?	☐ yes ☒ no
If the ADR scheme issues a decision, what is its effect?	☐ recommendation, not binding on either party ☐ binding on the financial institution but not the consumer ☐ binding on both the financial institution and the consumer
Any necessary explanation about the decision	Our ADR procedure is based on mediation so the decision is agreed by the two parties and its execution depends on them.
Average time for ADR scheme to resolve a complaint	40-60 days
Language(s) in which the ADR scheme operates	
Language(s) in which a complaint can be made	Bulgarian, English
Language(s) in which any decision can be issued	Bulgarian, English
Observations	
Any additional useful information not already covered by the other sections of this form	The participation of the parties in the procedure is voluntary. We recommend that the parties first negotiate between themselves and if not able to reach to an agreement, to request a mediator to assist them. The procedure is paid by the trader. The whole process is handled online, in a web based platform, developed by NAIS. The negotiations are held through chat.