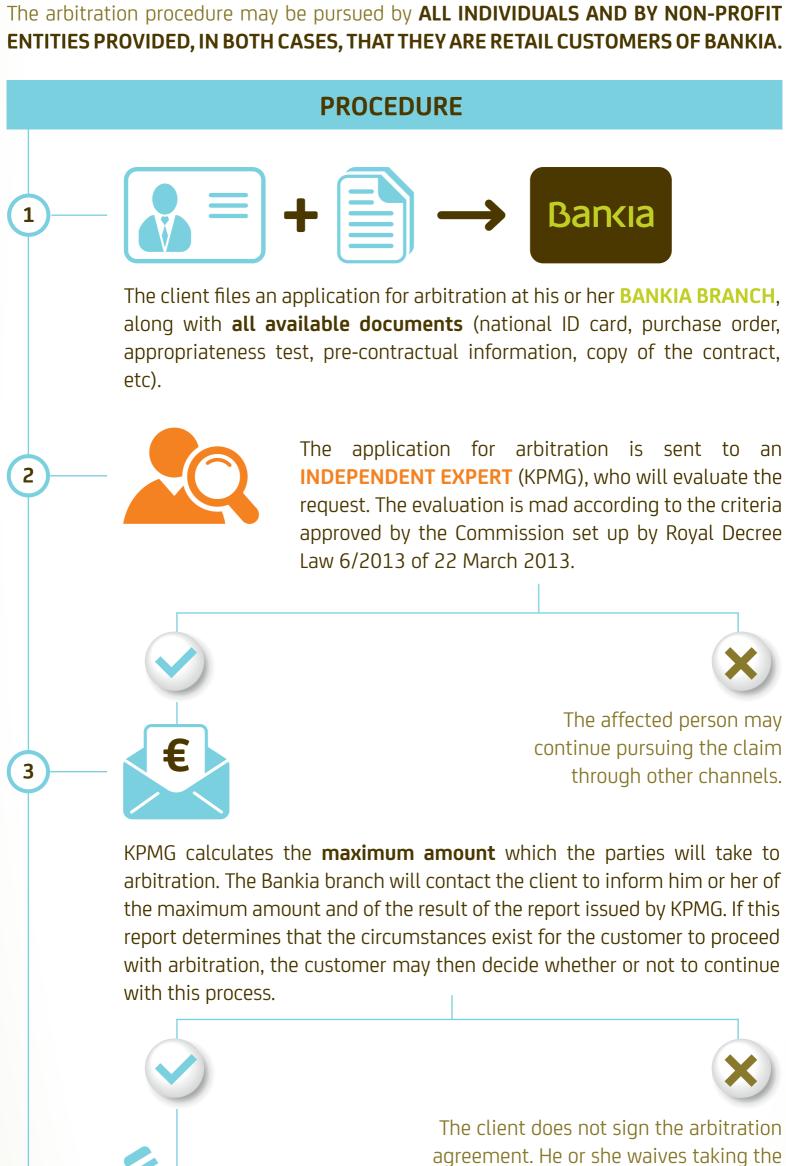




Arbitration is an alternative procedure to court proceedings. It is **VOLUNTARY** for both sides. It is **FREE** and **QUICKER** than going through the courts and, moreover, the decision is **BINDING**, as it has the same effects as a judgment handed down by a court.



The arbitration procedure may be pursued by ALL INDIVIDUALS AND BY NON-PROFIT



matter to arbitration, although the claim maybe pursued through other channels. If the client accepts, he or she will go to a Bankia office to **sign the agreement**

to arbitrate. Once signed, it is sent to KPMG, who will forward it to the National Arbitration Board, where the arbitration will be processed. As from this time, the customer cannot pursue a court claim.



tance document).

4

If the arbitration **award** is **favourable**, the client will be refunded the amount indicated by the arbitrator (which will be the maximum amount indicated in the accep-

If the **award** is unfavourable, the client cannot bring the claim before the courts.