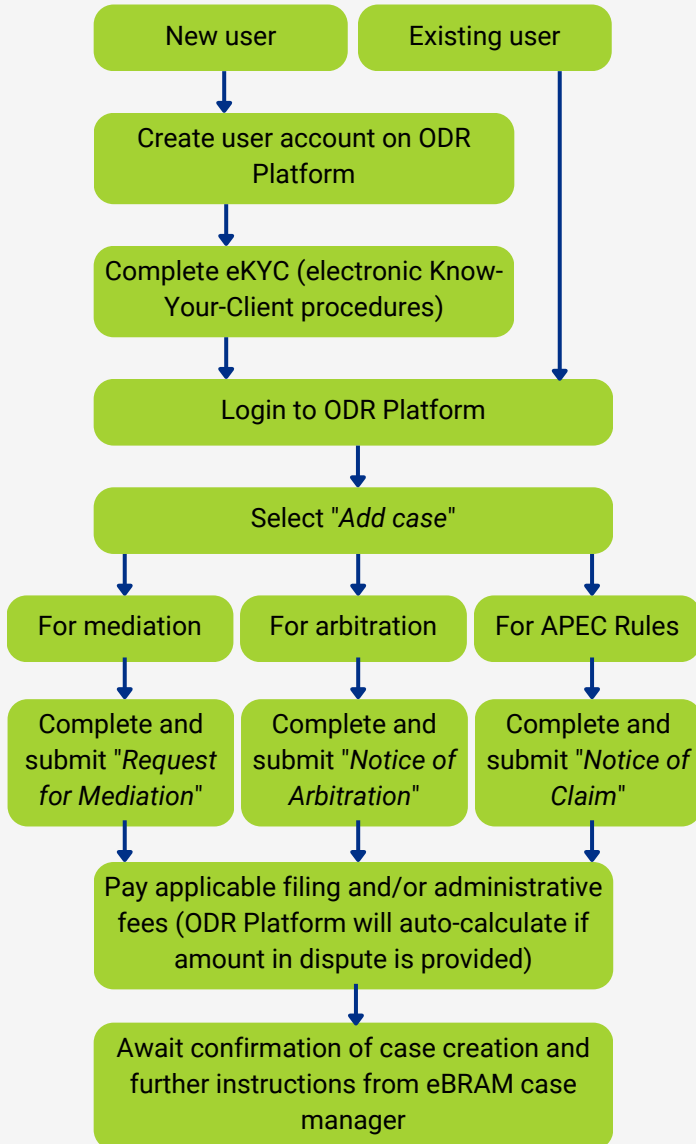


Starting a new claim with ODR

New claims can be commenced on eBRAM's ODR Platform if the parties have agreed (before or after the dispute has arisen) to resolve their dispute by mediation / arbitration using ODR, or under eBRAM Rules.



eBRAM Model Clauses

The most effective way to take advantage of eBRAM Rules is to insert the relevant model clause as the dispute resolution clause in contracts. See webpage for the model clauses.

ebram.org/model_clause



Online Case Submission

Submission under eBRAM Arbitration Rules



Submission under eBRAM Mediation Rules



Submission under eBRAM APEC Rules



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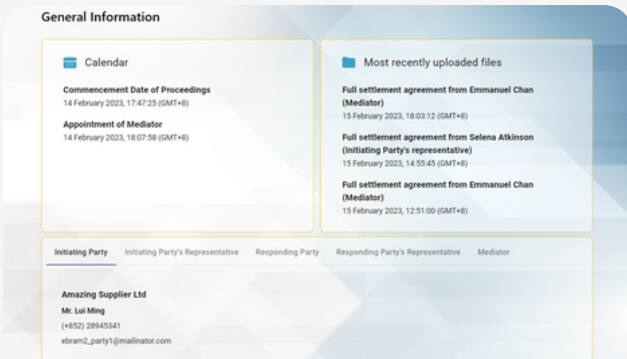


Online Dispute Resolution (ODR) Platforms Guide

ODR Platform

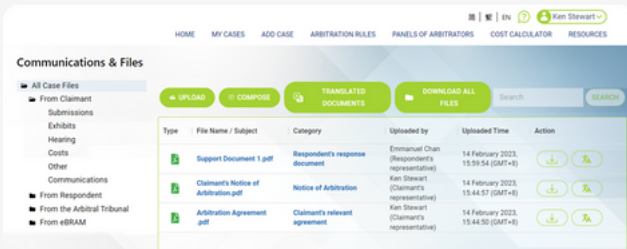
On top of providing mediation and arbitration institutional services, eBRAM also provides online mediation and arbitration platforms which are robust tools for easing logistical hurdles in resolving disputes.

Dashboard



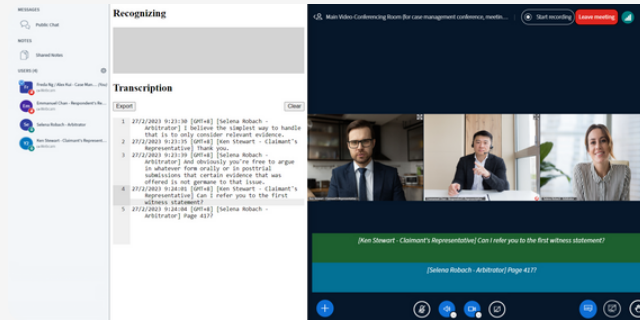
- See case status and financial information at-a-glance
- Find out key case dates
- View list of party information

File management system



- Organise correspondence and case documents and retrieve via search
- Securely share documents with your representative, counterparty, mediator or arbitrator
- Machine translation for documents between 15 languages

Video conferencing system



- Integrated, full-featured and purpose-built video conferencing system
- Hearings, mediation sessions and negotiations can be held with little additional set-up or cost
- Includes real-time machine exportable transcription and translation capabilities

Built-in messaging system

- Safely message only the parties, tribunal, mediators or individuals relevant to your matter
- Securely manage electronic message records

Additional features for ODR

- **e-Signing** – useful for settlement agreements and other case documents requiring signature
- **e-KYC** – hassle-free verification
- **Cost calculator** – get instantaneous estimates of institutional fees for easier cost management

ODR Platform security and privacy

eBRAM's ODR Platform was specifically designed with security and privacy as a top priority:

- Compliant with privacy regulations:
 - EU General Data Protection Regulation (GDPR)
 - China Personal Information Protection Law (PIPL)
 - Hong Kong Personal Data (Privacy) Ordinance (PDPO)
- Privacy compliance assessed and tested to the satisfaction of independent third party
- Files and records of cases are maintained for 7 years in accordance with Hong Kong law

eBRAM's Personal Information Collection Statement is published on the eBRAM website:

ebram.org/privacy



- Bank-grade encryption for secure data storage and blockchain integration for tamper-resistance
- Files are stored in data centres with high data availability and redundancy (with regard to service uptime, data protection and disaster recovery)
- Cybersecurity assessed and tested to the satisfaction of independent third party