

**Instructions No. (7) of 2005**  
**Instructions of the Accreditation of Mediators and Arbitrators**  
**in Insurance Disputes at the Insurance Commission and the Amendments Thereof\***  
**Issued by the Board of Directors of the Insurance Commission pursuant to**  
**paragraphs (A) and (B) of Article (84) of the Insurance Regulatory**  
**Act No. (33) of 1999 and the Amendments Thereof**

**Article (1):**

These Instructions shall be known as the (Instructions of the Accreditation of Mediators and Arbitrators in Insurance Disputes at the Insurance Commission and the Amendments Thereof of 2005), and shall come into force as of the date of its publication in the Official Gazette.

**Article (2):**

A- The words and phrases, mentioned in these Instructions shall have the meanings ascribed thereto in Article (2) of the Insurance Regulatory Act No. (33) of 1999 and the Amendments thereof, unless otherwise indicated by context.

B- For purposes of these Instructions, the words and phrases mentioned hereunder shall have the following meaning:-

Mediator in Insurance Disputes : The person in charge of reconciling between the parties of an insurance dispute submitted to the department concerned with mediation and arbitration for purposes of settling that dispute.

Arbitrator in Insurance Disputes : The person in charge of adjudicating in an insurance dispute submitted to the department concerned with mediation and arbitration.

Register : The register of Mediators and Arbitrators in Insurance Disputes accredited by the Commission that contains their names, addresses, qualifications, experiences and specialties.

Working Days : The official working days of the Commission.

**Article (3):**

The department concerned with mediation and arbitration shall prepare a Register of the Arbitrators and Mediators in Insurance Disputes accredited by the Commission.

**Article (4):**

The following conditions shall be available in the person requesting to be accredited for registration purposes, as a minimum:-

A- Not be a minor, placed under guardianship or deprived from his civil rights on the ground of a judgment for a felony or misdemeanor contrary to honor or due to a declaration of bankruptcy, even if rehabilitated.

B- Hold a bachelor degree or an equivalent from an accredited university. Any person with a work experience in a field related to insurance business for a period not less than fifteen years shall be excluded.

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\* These Instructions were published in the Official Gazette volume (4726) dated 1/11/2005 page (4562) and have been amended according to Instructions No. (3) of 2006 Instructions Amending Instructions of the Accreditation of Mediators and Arbitrators in Insurance Disputes at the Insurance Commission published in the Official Gazette volume (4804) dated 16/1/2007 page (129).

- C- Hold a degree in mediation or arbitration from any of the institutions specialized in mediation or arbitration accredited by the Commission by a decision issued by the Director General in this respect, or attended any of the programs held or accredited by the Commission.
- D- Has a work experience of a period not less than five years in a field related to insurance, the judicial system or law.

**Article (5):**

The application for accreditation shall be submitted according to the form designated for this purpose including the following data and documents:-

- A- Name, nationality and address of the applicant.
- B- The required specialization for accreditation purposes.
- C- Two personal photos.
- D- A non-conviction certificate or an equivalent of same for foreign applicants issued by the country where the applicant was residing three years before the submission date of the application, duly certified by the official authorities.
- E- A copy of the passport or the identification card.
- F- A certified copy of the academic qualifications.
- G- An original copy of the work experience certificates.
- H- A written declaration indicating that all the data and documents submitted pursuant to the provisions of this Article are true.
- I- Proof of the payment of the accreditation fees stipulated in paragraph (A) of Article (9) of these Instructions.
- J- Any other data, documents, or information required by the Director General.

**Article (6):**

- A- The Director General shall notify the applicant, within a period not exceeding five working days as of the date of submitting the application, either with the completion or incompleteness of the application of all the data and documents submitted pursuant to the provisions of Article (5) of these Instructions.
- B- In case of incompleteness, the applicant shall fulfill the incompleteness within a period not exceeding thirty working days as of the date of notification of such; otherwise the application shall be considered void.

**Article (7):**

- A- The Director General shall issue a decision regarding the accreditation application, submitted pursuant to the provisions of Article (5) of these Instructions, within a period not exceeding seven working days as of the date of notifying the applicant with the completion of the application of the required information and documents.
- B- Where the application stipulated in paragraph (A) of this Article has been approved, the Director General shall accordingly notify the applicant pursuant to the provisions of the Act, and shall be registered in the Register after the following:-
  - 1- Signing the agreement accredited by the Commission for Mediators or Arbitrators in Insurance Disputes and registered in the Register.
  - 2- Submitting proof of payment of the accreditation fees stipulated in paragraph (B) of Article (9) of these Instructions.

**Article (8):**

The Mediator and Arbitrator in Insurance Disputes shall:-

- A- Submit an application to renew his accreditation at the Commission annually, twenty working days before the end of the accreditation period; otherwise, his accreditation shall be considered cancelled. The said application shall be submitted according to the form designated for this purpose enclosed with the following documents:-
- 1- Evidence of enrolling in courses specialized in mediation or arbitration, or participating in conferences or seminars in mediation or arbitration of a period not less than fifteen hours, unless otherwise decided by the Director General.
  - 2- A written declaration indicating that all the data and documents submitted pursuant to the provisions of this Article are true.
  - 3- Proof of the payment of the renewal fees stipulated in paragraph (C) of Article (9) of these Instructions.
- B- Notify the Director General immediately of any change occurring on any of the data and documents upon which accreditation was granted, and shall provide the Commission regularly with any new data or documents related to qualifications and experiences thereof.

**Article (9):**

The Commission shall collect from the Mediator or the Arbitrator in Insurance Disputes the following fees:-

- A- One hundred Jordanian Dinars for the application of the accreditation of Mediators or Arbitrators in Insurance Disputes.
- B- One hundred and fifty Jordanian Dinars upon accreditation of the Mediator or Arbitrator in Insurance Disputes.
- C- Fifty Jordanian Dinars upon renewing the accreditation of the Mediator or the Arbitrator in Insurance Disputes.

**Article (10):**

The Director General may cancel the accreditation of the Mediator or Arbitrator in Insurance Disputes, if sufficient information is available indicating any of the following:-

- A- That the Mediator or Arbitrator in Insurance Disputes breached the provisions of the Act, Instructions or Decisions issued by the Commission for this purpose, which are relevant to his work as a Mediator or Arbitrator in Insurance Disputes.
- B- That the Mediator or Arbitrator in Insurance Disputes breached the provisions of the agreement concluded with the Commission.
- C- That the Mediator or Arbitrator in Insurance Disputes lost any of the conditions upon which accreditation was granted or, if it became evident that any of the data or documents submitted by him are false.
- D- That the Mediator or Arbitrator in Insurance Disputes breached the code of conduct relevant to his work as a Mediator or Arbitrator in Insurance Disputes as stated in the Instructions and the Decisions issued by the Commission for this purpose.

**Article (11):**

The Director General shall issue the Decisions necessary for implementing the provisions of these Instructions.