

Hanoi, 29th April 2021

Announcement on Discount of online mediation costs due to COVID-19

To further support enterprises who participate in dispute resolution in the context of the ongoing spread of the Covid-19 pandemic, the Vietnam Mediation Center (VMC) – a division of the Vietnam International Arbitration Center (VIAC) issued Decision No. 043/QĐ-VIAC dated April 23, 2021 on the temporary discount of online mediation costs, details are as follows:

FOR DISPUTES ARISING FROM E-COMMERCE TRANSACTIONS¹

A deduction of registration fee to VND 100,000 and an 80% discount on mediation costs as prescribed in the VMC's Schedule of Online Mediation Costs shall be applied to e-commerce disputes registered on the online mediation platform (MedUp) from 01 May 2021 to 31 December 2021 inclusive.

FOR DISPUTES ARISING FROM OTHER TRANSACTIONS

A 50% discount on mediation costs (registration fee excludes) as prescribed in the VMC's Schedule of Online Mediation Costs shall be applied to other disputes registered on the online mediation platform (MedUp) from 01 May 2021 to 31 December 2021 inclusive.

If you have any further queries, please contact us at:

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¹ E-commerce transaction means transaction conducted in part or in whole by electronic means connected to the Internet, mobile telecommunications network or other open networks in accordance with relevant regulations on e-commerce, including transactions on e-commerce websites or e-commerce trading floor.