



Legislative Council Panel on Administration of Justice and Legal Services

Development and Enhancement of an Online Dispute
Resolution and Deal Making Platform by Non-
governmental Organisation

23 November 2020

Dr Thomas So JP, Chairman

Mr Adrian Lai, Board Member

Mr Daniel Lam, SBS, JP, CEO

eBRAM International Online Dispute Resolution Centre Limited



About eBRAM

Our Vision

To facilitate Hong Kong to be :

- An International LawTech centre
- A deal-making centre
- A dispute resolution and avoidance centre



Our Supporting Organizations:



Independent & Not-for-profit
Established in 2018 with the support of:

- The Law Society of Hong Kong
- Hong Kong Bar Association
- Asian Academy of International Law Ltd
- Logistics and Supply Chain MultiTech R&D Centre - LSCM

Secure Platform for ODR and Online Conferences and Competitions

Many large-scale academic conferences and competitions have been suspended and held virtually due to the pandemic.

eBRAM has been providing technical solutions for various online conferences and competitions





The 17th Willem C Vis (East) International Commercial Arbitration Moot (VEM)

The online platform supported by eBRAM accommodated **71 teams of 21 jurisdictions and about 250 arbitrators of 52 jurisdictions** to take part in the moot.

[Video Link](#)



eBRAM provided technology support for ICC Mediation Competition



Accommodated
20 teams of 7
jurisdictions to
conduct
mediation
completions
online



Online Dispute Resolution Platform for

The COVID-19 ODR Scheme - Objectives

- **Speedy and cost-effective** resolution of disputes stemmed from **COVID-19 pandemic**
- Especially for micro, small and medium-sized enterprises (**MSMEs**)



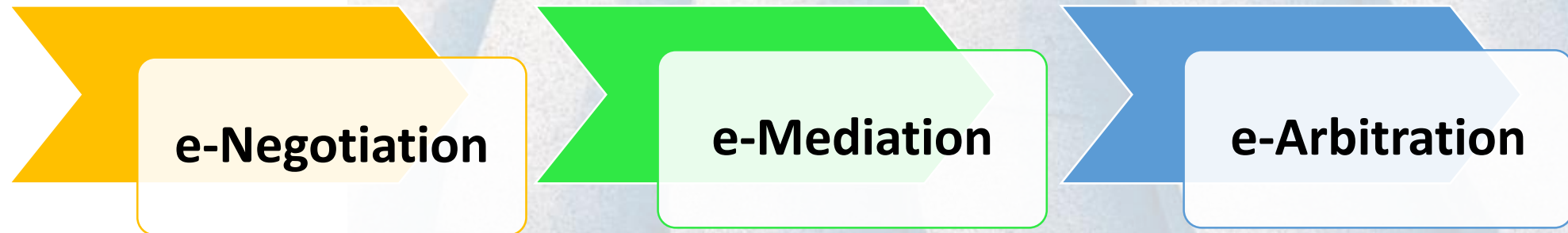


Applicable Disputes

- **COVID-19 related**
- The claim amount for each case is to be **capped at HK\$500,000.**
- Either one of the parties must be a **Hong Kong resident or company.**



Multi-tier Process



Expedited Procedure

Negotiation: 3 Days

Mediation: 3 Days

Arbitration:

Expedited Procedure

- 3 Days to appoint arbitrator
- 1 month – submissions
- 7 Days – render award



Cost-effective:

Each party will only be required to pay **HK\$200 registration fees.**



Strengths of the COVID-19 ODR Scheme

- 1) Extremely low cost
- 2) User-friendly technology
- 3) Readily made staggered dispute resolution clause for adoption
- 4) Case managers standing by to assist
- 5) Flexible timing and physical travel minimized
- 6) Allow X-border dispute so long as one party is HK resident or HK registered company
- 7) Benefited from **X-border enforcement for arbitral awards** made under the Scheme
- 8) Benefited from **Mainland-China enforcement for arbitral interim measures** made under the Scheme

➔ Access of justice is real to MSME and individuals NOW.



Progress and Milestones

- A dedicated ODR platform established for the Scheme, with self-hosted Video Conferencing platform
- 150+ trained mediators and arbitrators listed
- Enhanced cyber security to ensure data privacy compliance
- Rolling out multiple marketing and engagement activities
- Have already received numerous cases and enquiries



Collaborations

eBRAM has been strengthening through partnerships with the following organizations:

- Joint Mediation Helpline Office
- CMAC
- Consumer Council
- Hainan Arbitration Commission
- HKIAC
- Hong Kong Maritime Arbitration Group
- Insurance Authority
- AAIL

Capacity Building

- 150+ mediators and arbitrators
- Bring more practice opportunities for young arbitrators, mediators, lawyers, and IT practitioners
- Reinforce Hong Kong's longstanding status as a dispute resolution hub in the Asia-Pacific region.





Our ODR Platform



Our Platform

Fully Web-based - No
apps installation is
needed

Online signing of ODR
agreement

Online selection and
appointment of
neutrals

Secure online VC
system for negotiation,
mediation, and
arbitration

Automation of
notifications

Proper access control
without prejudice
information

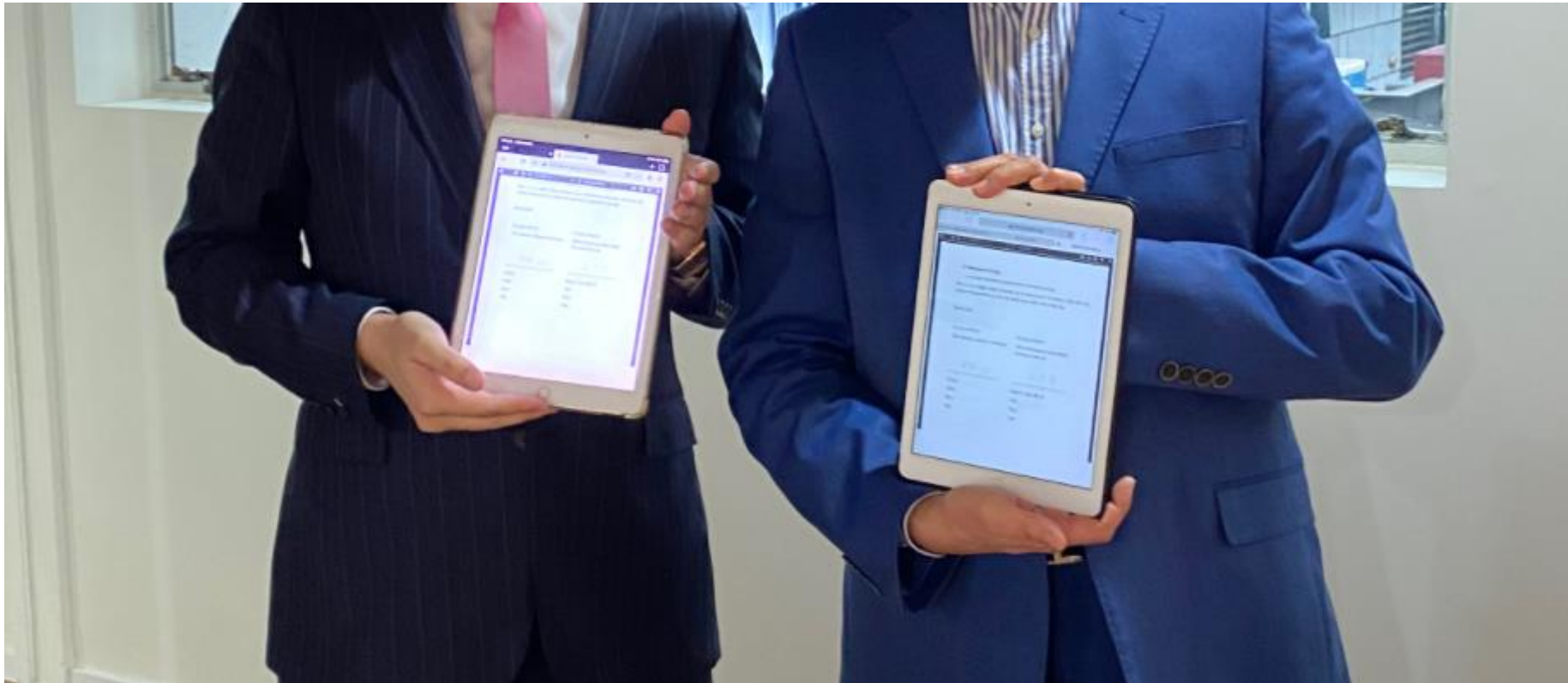
Secure data protection



Sign ODR Agreement Online




Real-time electronic signature



Electronic signing of ODR Agreement on PC, Mac, iOS and Android mobiles with instant update and logging for track and trace .



Pay Case Fees Online



Payment

I agree and accept the Terms & Conditions. (After reading the Terms & Conditions, please tick the box and click the AGREE button)

Case ID: eBRAM1234


Amount:

☐ HKD\$200 (for 1 party)

☒ HKD\$400 (for 2 parties)

[Proceed to payment](#)

[Payment Terms and Conditions](#)



Please fill in the credit card information:

Merchant :	KimTest RMB
Original Amount :	USD 10.00
Payment Amount :	RMB 75.64
	(Today's Exchange Rate is 1 USD = 7.5636 RMB)
Card Number :	4916914107196025
Expiry Date (mm/yyyy) :	07 / 2015
Name as shown on credit card :	Test Card
Card Verification Number :	***
Merchant Reference No. :	Test
Transaction IP :	192.168.77.10

[Submit](#) [Cancel](#)

Note: As certain credit card-issuing banks might not yet be ready for internet transaction, please contact your card-issuing bank for any problems in using your credit card for transactions via PayDollar.

* If you have already registered Verified by VISA, you will be required to provide your corresponding password after confirmation as requested by your issuing bank.

PayDollar Payment Service is supported by Citibank

Verified by VISA

PayDollar Payment Service

Payment Result

Your payment transaction is completed

Merchant :	KimTest RMB
Original Amount :	USD 10.00
Payment Amount :	RMB 75.64
	(Today's Exchange Rate is 1 USD = 7.5636 RMB)
Payment method :	VISA
Card Number :	4916 - **** - 0719 - 5025
Expiry Date (mm/yyyy) :	07 / 2015
Name as shown on credit card :	Test Card
Merchant Reference No. :	Test
Transaction IP :	192.168.77.10
Payment Reference No. :	002003807019

Note: This transaction will be recorded in your bank / credit card account statement as with merchant name "ASIAPAY (HK) LTD"


Please contact your merchant "KimTest RMB" for any order and delivery queries.

[Continue](#) [Print](#)

You will be automatically redirected to your merchant site in 30 seconds.

PayDollar Payment Service

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Payment Success

Payment Ref. No.:
12345678-1234

Case ID: eBRAM1234

Email will be sent to your registered email shortly.

[Printed](#)



Select Mediator Online

Mediator Selection

Please rank (1-5) the following mediator candidates in order of your preference.
(The candidate who received the highest mutual ranking will be appointed as mediator for your case)

To rank the mediators, please click the following below in sequence of your preference.

Please click the mediator name to view CV.

	Lily	
	Kelly	
	Cheryl	
	Eric	
	Beatrice	

Case Number: eBRAM-001484

ODR Stage:
☐ Application ☐ Negotiation
☒ Mediation ☐ Arbitration

Case Status

Case Create Date:
07/21/2028 02:38:34 AM

Last Update Date & Time:
07/21/2028 10:51:49 AM

Reset

Confirm >

Common Video Conferencing Technologies



- ISDN / IP based
- Consumer grade platform
- Enterprise grade platform
- Private platform

The eBRAM ODR Platform for the COVID-19 ODRScheme



[Video LINK](#)



Our Roadmap



eBRAM offerings

ODR for deal making and dispute resolution platform for public

Open to cross border businesses, specially MSME & SME

- Offering today
 - Cost effective
 - Cross platform access
 - Secured payment & authentication
 - Self hosted video conferencing platform
- Roadmap
 - e-Bundling
 - Deal making
 - Translation (online and offline)
 - Embracing all popular VC tools

Domain Knowledge Specific Translation

- Initial Phase:

- English
- Chinese

- Next Phase:

- Arabic
- Russian
- Spanish



Neural Machine Translation (NMT)

A deep learning technique, when translating, it looks at full sentences, not only just individual words to improve accuracy.



Our Offices

Headquarters : Justice Place, Central

Branch Office : Cyberport





*Thank
You*

www.eBRAM.org

For more information, please email to info@eBRAM.org