

# Search for New Ombudsman and CEO

06/05/2015

In March OBSI announced that Ombudsman and CEO Douglas Melville is resigning effective May 31, 2015 to take up the newly-created position of Principal Ombudsman and Chief Executive for the Channel Islands Financial Ombudsman (CIFO). A search is underway for a new Ombudsman and CEO for OBSI, and OBSI's Board of Directors has engaged an executive search firm – Desautels Consulting – to assist with this process. Individuals who have questions, candidate recommendations or who wish to apply for the position can contact Noel Desautels by phone at (416) 266-6668 or by email at [noel@desautels.net](mailto:noel@desautels.net).

There will be a period of transition between Mr. Melville's departure and a new appointment. During the transition period the Chair of OBSI's Board of Directors, Fernand Bélisle, will oversee the management team until a replacement for Mr. Melville is selected. The Board anticipates the new Ombudsman and CEO will be in place by the fall.

## Bylaw Change

In order to ensure a broad range of candidates are eligible to apply for the position, OBSI's Board of Directors will be considering a change to OBSI's Bylaw at their upcoming May 26 Board meeting. The proposed change to [section 8.3 \(b\) \(iii\)](#) of the Bylaw would allow for greater flexibility in appointing someone with government or regulatory experience, provided that individual met OBSI's stringent tests for independence and impartiality.

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OBSI is Canada's trusted independent dispute-resolution service for consumers and small businesses with a complaint they can't resolve with their banking services or investment firm. As a free alternative to the legal system, we work confidentially and in a non-legalistic manner to find fair outcomes to disputes about banking and investment products and services.

OBSI looks into complaints about most banking and investment matters including: mutual funds; bonds and GICs; stocks, exchange traded funds, income trusts and other securities; investment advice; unauthorized trading; fraud; debit and credit cards; mortgages; loans and credit; fees and rates; transaction errors; misrepresentation; and accounts sent to collections. Where a complaint has merit, OBSI may recommend compensation up to a maximum of \$350,000.

OBSI has an excellent record of acceptance of recommendations from both firms and complainants: over 99% of the thousands of complaints brought to our office have been successfully resolved.

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For more information, contact:

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