

OBSI Appoints Sarah P. Bradley as New Ombudsman and CEO

NEWS RELEASE

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Sarah P. Bradley, incoming Ombudsman and CEO for the Ombudsman for Banking Services and Investments (OBSI)

TORONTO – The Board of Directors of the Ombudsman for Banking Services and Investments (OBSI) today announced that Sarah P. Bradley has been selected as the organization’s next Ombudsman and Chief Executive Officer (CEO) effective September 14, 2015. Bradley is currently the Chair and Chief Executive Officer at the Nova Scotia Securities Commission and brings a wealth of regulatory and academic experience to the role.

“Sarah has proven success operating in complex multi-stakeholder environments and possesses the right mix of experience, empathy and skills to succeed as Ombudsman and CEO,” said Fernand Bélisle, Chair of OBSI’s Board of Directors. “Sarah will deliver on OBSI’s commitment to continue providing our participating financial services firms and their customers with the high-quality dispute-resolution services that Canadians have come to expect.”

In addition to her current role at the Nova Scotia Securities Commission, Bradley is also an Associate Professor at the Schulich School of Law at Dalhousie University. Bradley is a lawyer by training. She obtained her Bachelor of Laws from Queen’s University and Master of Laws from Harvard Law School, as well as a Bachelor of Science degree from the University of Toronto. She has been called to the bar in Ontario, Nova Scotia and New York. Bradley has also completed the Harvard Program on Negotiation and the Director’s Education Program at the Rotman School of Management. She is a member of the North American Association of Securities Regulators; former

Vice Chair of the Canadian Securities Administrators; and has been a representative on the Canadian Joint Forum of Financial Regulators. She also serves as President of the board of YWCA Halifax and has served as a member of a number of other not-for-profit boards.

“OBSI is widely recognized as Canada’s trusted, impartial and effective provider of financial sector dispute-resolution services, with a staff team that is the best in the business,” said Sarah Bradley. “I am excited to join this dynamic group and look forward to meeting with all of OBSI’s stakeholders in the coming months.”

Sarah Bradley becomes the fourth Ombudsman and CEO of OBSI, succeeding Douglas Melville, who took up the newly-created position of Principal Ombudsman and Chief Executive for the Channel Islands Financial Ombudsman (CIFO) on June 1, 2015.

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 firms. As a free alternative to the legal system, OBSI works informally and confidentially 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: more than 99% of the thousands of complaints brought to the OBSI office have been successfully resolved.

For more information, contact:

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