

OBSI Announces New Deputy Ombudsman

Sarah P. Bradley, Ombudsman and CEO, Ombudsman for Banking Services and Investments (OBSI) today announced that Grace McSorley will be joining the organization in the position of Deputy Ombudsman, effective July 4, 2017. Ms. McSorley has an extensive legal and business background, with significant negotiation and leadership experience in the financial services sector.

“Grace has a tremendous track record of managing litigation, regulatory investigations and regulatory and client complaints in both the banking and investment sectors,” said Ms. Bradley. “Consumers and participating firms that rely on OBSI’s services for fair dispute resolution will benefit greatly from her knowledge and expertise.”

Ms. McSorley joins OBSI from CIBC Private Wealth Management, where she served as Executive Director, Front Line Business Effectiveness. Previously, she was Executive Director, Business Risk, Regulatory Affairs and Governance at CIBC Wood Gundy and Litigation Counsel at CIBC. Ms. McSorley has practiced law in Ontario and New York and speaks French fluently.

“I am very proud to join OBSI, an organization that is recognized for the quality of its work and that has made a difference in the financial lives of so many Canadians,” said Ms. McSorley. “OBSI provides a vital public service, and I look forward to playing my part in ensuring it continues to strengthen confidence in the Canadian financial sector by working to impartially and effectively resolve consumer disputes.”

Ms. McSorley replaces Ms. Brigitte Boutin, who retired from OBSI in March after 20 years of service to the organization.

For more information, contact:

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