

Douglas Melville

Ombudsman and Chief Executive Officer

Ombudsman for Banking Services and Investments (OBSI), Canada

Mr. Melville has been the Ombudsman and CEO of OBSI since his appointment in 2009.

He is a lawyer and finance professional by training with over 20 years of financial services experience in banking, investments, and insurance. He has been an investment banker, a bank strategist, head of a bank product group with USD 30 billion in assets, and legal counsel. He has also been involved in government and regulatory policy in financial services including the establishment of Canada's Banking Ombudsman office in 1996 which he implemented while with the Canadian Bankers Association.

Prior to his financial services career, he worked as a management consultant in Canada, Africa and the Middle East for the Canadian International Development Agency (CIDA) and other public sector clients primarily in the fields of international development assistance, socio-political and economic analysis and project planning, management and evaluation.

Mr. Melville earned his BA in Economic Geography & Political Science at Carleton University, followed by a law degree (JD) and an MBA from Western University. As an Ontario-Jiangsu Scholar, he attended a program at Suzhou University in China in foreign trade economics. He later earned a Master of Laws in international trade and competition law, specializing in consumer protection, from Osgoode Hall Law School at York University. More recently, Mr. Melville completed the Directors Education Program at the University of Toronto and was granted the designation ICD.D by the Institute of Corporate Directors.

A trained mediator and arbitrator, Mr. Melville currently serves on the Board as Treasurer of the Forum of Canadian Ombudsman and is Chairman of the International Network of Financial Services Ombudsman Schemes (INFO). He has taught university and college-level courses in law, international business management, financial management and preparation for securities broker licensing.

In his spare time, Mr. Melville has served on the boards of several financial industry bodies and not-for-profit organizations in the fields of anti-poverty policy and financial literacy, international development, the environment, and the performing arts. He currently serves on the boards of a Toronto area hospital and the Province of Ontario's oversight body for waste management and recycling. He has engaged in volunteer missions to Eastern Europe, the Caribbean, South Asia, Latin America and East Africa with various agencies supporting the development of financial consumer protection frameworks, disaster and post-conflict reconstruction, financial cooperatives and community-based partner organizations.