

附件一、會議議程

DAY 1 – MONDAY 24 SEPTEMBER 2018

Conference venue: The Gibson Hotel

Chairperson Elaine Cassidy, Deputy Financial Services and Pensions Ombudsman, Ireland		
08:30	會議報到	
09:00	<b>Conference Opening Remarks</b>	<b>Ger Deering</b> , <i>Financial Services and Pensions Ombudsman, Ireland</i> <b>Karen Stevens</b> , <i>INFO Network Chair &amp; Insurance &amp; Financial Services Ombudsman, New Zealand</i>
09:30	<b>Behavioral Economics</b> what it is, and how it helps us to understand financial disputes	<b>Dr Pete Lunn</b> , <i>the Economic and Social Research Institute, Ireland</i>
10:00	<b>Bias</b> recognizing and challenging unconscious bias	<b>Dr Pete Jones</b> , <i>Chartered Psychologist and Chartered Scientist</i>
10:30	<b>Messages from home</b>	<b>Electronic messages from staff of INFO Members</b>
11:15	<b>Facing up to mistakes</b>	<b>Margaret Murphy</b> , <i>Advocate External Lead Advisor for Patient Safety, World Health Organisation</i>
12:00	<b>Question &amp; Answer Session with the Speakers</b>	<b>Pete Lunn, Margaret Murphy and Pete Jones</b>
12:30	<b>Learning a new skill</b>	<b>All Delegates</b>
12:45	<b>Group Photograph</b>	
12:55	<b>Lunch and Networking</b>	
14:00	<b>Lessons for an Ombudsman from the Irish Peace process and Introduction to Breakout Sessions</b>	<b>Eamon Rafter</b> , <i>Learning Co-ordinator, Glencree Centre for Peace and Reconciliation</i>
14:15	<b>Breakout Sessions</b> Discussing differences and resolving disagreement	<b>Facilitators: Representatives of Glencree Centre for Peace and Reconciliation and staff of the Financial Services and Pensions Ombudsman, Ireland</b>

		<p><b>Rapporteurs:</b></p> <p><b>Reana Steyn</b>, <i>Ombudsman for Banking Services, South Africa</i>  <b>Shahariah Othman</b>, <i>CEO for Financial Services Ombudsman Malaysia</i>  <b>Larry Hattix</b>, <i>Senior Deputy Comptroller, Enterprise Governance and Ombudsman, Office of the Comptroller of the Currency, USA</i>  <b>Elli Reunanen</b>, <i>CEO, Finnish Financial Ombudsman Service</i></p>
15:15	<b>Coffee, tech break and networking</b>	
16:00	<p><b>Good Governance</b>  panel discussion on the challenges and benefits</p>	<p><b>Chair Kevin De Barra</b>, <i>Director of Corporate and Communications, Financial Services and Pensions Ombudsman, Ireland</i>  <b>David Thomas</b>, <i>Chair Channel Islands Financial Ombudsman Service</i>  <b>Sarah Bradley</b>, <i>Ombudsman and CEO, Ombudsman for Banking Services and Investments, Canada</i></p>
17:00	<b>Close of Day 1</b>	
19:30	<b>Conference Dinner</b>	<b>Christchurch Cathedral Crypt</b>

**DAY 2 – TUESDAY 25 SEPTEMBER 2018**

<p><b>Chairperson MaryRose McGovern</b>, <i>Director of Investigation, Adjudication and Legal Services, Financial Services and Pensions Ombudsman, Ireland</i></p>		
09:00	<p><b>Maintaining the Independence of an Ombudsman Scheme</b>  a panel discussion</p>	<p><b>Chair: Rónán Ó Domhnaill</b>, <i>An Coimisinéir Teanga (the Irish Language Commissioner) and Chair of the Irish Ombudsman</i></p>

		<p><i>Forum</i></p> <p><b>Panel</b></p> <p><b>Caroline Wayman</b>, <i>Chief Executive and Chief Ombudsman, Financial Ombudsman Service, UK</i></p> <p><b>Piruz Sargsyan</b>, <i>Financial System Mediator, Armenia</i></p>
09:45	<b>Hot Topics</b>	Breakout sessions to identify what's trending in:
	<b>1. Banking/Credit</b>	<p><b>Facilitator: Úna Gately</b>, <i>Assistant Director of Investigation, Adjudication and Legal Services, FSPO, Ireland</i></p> <p><b>Rapporteur: Dominic Stoddard</b>, <i>Ombudsman, Office of the Financial Services Ombudsman, Trinidad and Tobago</i></p>
	<b>2. Insurance</b>	<p><b>Facilitator: Meagan Gill</b>, <i>Senior Manager Corporate and Communication Services FSPO, Ireland</i></p> <p><b>Rapporteur: Deanne Wood</b> – <i>Ombudsman for Short Term Insurance, South Africa</i></p>
	<b>3. Investment/Pensions</b>	<p>Facilitator: <b>John Sheehan</b>, <i>Senior Investigator, FSPO Ireland</i></p> <p>Rapporteur: <b>Sujatha Sekhar Naik</b>, <i>Chief Executive Officer Securities Industry Dispute Resolution Center, Malaysia</i></p>
10:30	<b>Coffee, tech break and networking</b>	
11:00	<b>Message from Home</b>	<b>Electronic messages from staff of INFO Members</b>
11:15	<b>Feedback to plenary session on Hot Topics</b>	
11:30	<b>Balancing Confidentiality and Transparency in an Ombudsman</b>	<b>Margaret Bouchier and Deirdre Curran</b> , <i>Kennedy Institute</i>

	<b>Mediation Service</b>	<i>Workplace Mediation Research Group</i>
12:00	<b>Motivating and retaining staff</b>	<b>John Ryan</b> , <i>Great Places to Work Chief Executive</i>
12:30	<b>Learning a new skill</b>	
12:45	<b>Lunch and Networking</b>	
14:00	<b>Plenary Session</b> How to achieve the best resolution to a complaint	<b>Introduction to the workshop on Dispute Resolution</b>
14:15	<b>Practical Workshop using case studies</b> role play and practical application to illustrate the benefits and challenges of mediation, conciliation and adjudication in resolving financial disputes  All delegates will have the opportunity to participate in this exercise	The session will be facilitated by managers and staff from the Dispute Resolution, Investigation and Adjudication Teams of the FSPO Ireland including <i>Michael Brennan, Lead Adjudication Officer, Stephanie McConnell, Senior Adjudication Officer, Anthony O’Riordan, Dispute Resolution Manager, Liz White, Dispute Resolution Manager</i>
15:15	<b>Coffee, tech break and networking</b>	
15:30	<b>Plenary session results and learning from Workshop</b>	<b>Feedback to Plenary Session</b>
16:00	<b>Annual General Meeting of members of the International Network of Financial Services Ombudsman schemes</b>	<b>AGM is open to INFO Network members only</b>
17:00	<b>Close of Day 2</b>	

**DAY 3 – WEDNESDAY 26 SEPTEMBER 2018**

<i>Chairperson Diarmuid Byrne, Director of Dispute Resolution, Financial Services and Pensions Ombudsman, Ireland</i>		
09:00	<b>The FinTech revolution and the role of modern technology in resolving disputes</b>	<p><b>Chair: Tara McDermott</b>, <i>Director of Customer Operations and Information Management, Financial Services &amp; Pensions Ombudsman, Ireland</i></p> <p><b>Presenters and Panel Members</b>  <b>Professor Alan F. Smeaton</b>, <i>Founding Director, Insight Centre for Data Analytics, Dublin City University</i>  <b>Martin Gordon</b>, <i>Dispute Resolution Officer, Financial Services and Pensions Ombudsman, Ireland</i>  <b>James Walker</b>, <i>CEO and Founder of Resolver Limited</i></p>
10:00	<b>Engaging with Stakeholders</b>	<b>Marian Quinn</b> , <i>Chief Executive Officer of the Childhood Development Initiative</i>
10:30	<b>Coffee, tech break and networking</b>	
10:45	<b>Exploring collaborations that can benefit the work of an Ombudsman</b> A panel discussion	<p><b>Chair: Douglas Melville</b> <i>Principal Ombudsman &amp; Chief Executive, Channel Islands Financial Ombudsman</i></p> <p><b>Participants</b>  <b>Isolde Goggin</b>, <i>Chairperson of the Competition and Consumer Protection Commission</i>  <b>Gráinne McEvoy</b>, <i>Director of Consumer Protection with the Central Bank of Ireland</i>  <b>Jennifer Preiss</b> <i>Ombudsman for Long Term Insurance, South Africa</i>  <b>Donal Galligan</b>, <i>Director, The British and Irish Ombudsman Association</i></p>
12:00	<b>Engaging with our audience</b>	<b>Maeve Dineen</b> , <i>Chair of the Financial Services and Pensions</i>

		<i>Ombudsman Council, Ireland, Corporate Communications Consultant and formerly Business Editor of Irish Independent Newspaper</i>
12:30	<b>Closing of INFO 2018</b>	<b>Ger Deering</b> , <i>Financial Services and Pensions Ombudsman, Ireland</i>  <b>2019 Conference Hosts</b>  <b>Karen Stevens</b> , <i>INFO Network Chair &amp; Insurance &amp; Financial Services Ombudsman, New Zealand</i>
13:00	<b>Farewell Lunch</b>	