

附件一、會議議程

DAY 1 - Monday 30 September 2019

<b>Program Director : Reana Steyn, Ombudsman for Banking Services South Africa, CEO</b>		
08h30 - 08h45	Opening of Conference and Welcoming	<b>Karen Stevens</b> <b>Reana Steyn</b>
08h45 - 09h30	The Fundamental Principles for Ombud Schemes: critical evaluation and application of the effective approaches	<b>Chairperson:</b> <b>Ger Deering,</b> Financial Services and Pensions Ombudsman, Ireland  <b>Karen Stevens,</b> Insurance & Financial Services Ombudsman / Chairperson of the International Network of Financial Ombudsman  <b>Douglas Melville,</b> Principal Ombudsman & Chief Executive, Channel Islands Financial Ombudsman
09h30 - 09h45	Q&A	
09h45 - 10h30	The new approach to consumer protection and regulation of Ombud schemes in SA	<b>Chairperson:</b> <b>Dr. Gabriel A.K. Maotwanyane,</b> Banking Ombudsman, Botswana  <b>Caroline da Silva</b> Divisional Executive: Regulatory Policy, Financial Sector Conduct Authority, South Africa
10h30 - 10h45	Q&A	
11h15 - 12h30	Hot Topics - discussing the latest hot topics per industry sector	Banking/Insurance/Investments  Insurance: <b>John Price,</b> Lead Ombudsman, General

		<p>Insurance, AFCA, Australia</p> <p>Investments: <b>Sarah Bradley</b>, Ombudsman and CEO, Ombudsman for Banking Services and Investments, Canada</p> <p>Banking : <b>Dominic Stoddard</b>, Ombudsman, Office of the Financial Services Ombudsman Trinidad &amp; Tobago</p>
12h30 - 13h00	Feedback	
13h00 - 14h00	Lunch	
14h00 - 15h15	<p>Learnings from Ombud schemes that went through a merger/consolidation process: A panel discussion with Ireland and Australia?</p>	<p><b>Chairperson:</b> <b>Shahariah Othman</b>, CEO, OFS Malaysia</p> <p><b>Ge Deering</b> Financial Services and Pensions Ombudsman, Ireland</p> <p><b>David Locke</b>, CEO &amp; Chief Ombudsman, AFCA, Australia</p>
	Consumer Financial Education	<p><b>Chairperson:</b> <b>Susan Taylor</b>, CEO, Financial Services Complaints LTD, New Zealand</p> <p><b>Manie van Schalkwyk</b>, Executive Director, Southern African Fraud Prevention Service</p> <p><b>Ingrid Goodspeed</b>, Freelance, Financial Sector Analyst, South Africa</p>

15h45 - 16h45	Communication for Om bud Schemes -Expert speaker & Panel discussion	<b>Chairperson:</b> <b>Elina Antila,</b> Finnish Financial Ombudsman Bureau  <b>Wendy Knowler,</b> Consumer Journalist, South Africa  <b>Nicola Sladde,</b> Banking Ombudsman, Banking Ombudsman Scheme, New Zealand
16h45 - 17h00	Q&A	
17:00	<b>Close of Day 1</b>	

**DAY 2 - Tuesday 1 October 2019**

<b>Program Director: Nerasha Maseti, Ombudsman for Banking Services South Africa, Manager Investigations</b>		
08h30 - 09h30	<b>Hot topic:</b> The challenges affecting established schemes (session 1)  The challenges faced by new schemes (session 2)	<b>Chair Session 1 : Larry Hattix -</b> Senior Deputy Comptroller for Enterprise Governance and Ombudsman, USA  <b>Chair Session 1 : Eunice Chua -</b> CEO, Financial Industry Disputes Resolution Centre Ltd [ FIDReC Singapore]
09h30 - 10h00	Feedback	
10h00 - 10h45	The advent of “Robo-Advice” and the impact on Ombuds and complaints	<b>Chairperson:</b> <b>Nondumiso Simelane,</b> Ombudsman, Office of Financial Services Swaziland

		<p><b>Naresh Tulsie,</b> The Om bud, The Office of the Om bud for Financial Service Providers, South Africa</p>
<p>11h15 - 12h15</p>	<p>The benefits of different structures to resolve complaints i.e. small groups/triage system/panel decisions/teams/single case handler from start to end</p>	<p><b>Chairperson:</b> <b>Elli Reunanen,</b> CEO, Finnish Financial Ombudsman Bureau, Finland</p> <p><b>Ashot Ghochikyan,</b> Head of Case Handling and Investigating Group, Financial System Mediator, Armenia</p> <p><b>Deanne Wood,</b> Ombudsman, Ombudsman for Short Term Insurance, South Africa</p>
<p>12h15 - 13h00</p>	<p>Benchmarking Performance for an Ombudsman</p>	<p><b>Chairperson:</b> <b>Douglas Melville,</b> Principal Ombudsman &amp; Chief Executive, Channel Island Financial Ombudsman</p> <p><b>Muvhango Lukhaimane,</b> Benchmarking Performance for an Ombudsman Pension Funds Adjudicator, South Africa</p>
<p>13h00 - 14h00</p>	<p>Lunch</p>	
<p>14h00 - 14h45</p>	<p>Expert advice on what to expect from innovation in the Fintech space</p>	<p><b>Chairperson:</b> <b>Nicky Lala-Mohan,</b> Credit Ombud, South Africa</p>

		<b>Dominic Collett,</b> External Expert Speaker
14h45 - 15h30	Complaints arising from the application of Fintech -what are the implications for Om buds Schemes	<b>Chairperson:</b> <b>Nicky Lala-Mohan,</b> Credit Ombud, South Africa  <b>Larry Hattix,</b> Senior Deputy Comptroller for Enterprise Governance and Ombudsman, USA  <b>Edrich Buytendorp,</b> Manager Assessments, Ombudsman for Banking Services, South Africa
16h00 - 17h00	INFO Network AGM	
17h00	<b>Close of Day 2</b>	

### DAY 3 - Wednesday 2 October 2019

<b>Program Director : Kwanda Vabaza, Ombudsman for Banking Services, South Africa, Manager Communications</b>		
08h30 - 09h30	Second Breakaway session - Hot issues per industry sector	Banking/Insurance/Investments  Insurance : <b>John Price,</b> Lead Ombudsman, General Insurance, AFCA, Australia  Investments : <b>Sarah Bradley,</b> Ombudsman and CEO, Ombudsman for Banking Services and Investments, Canada  Banking : <b>Dominic Stoddard,</b> Ombudsman, Office of the Financial Services Ombudsman Trinidad &

		Tobago
10h00 - 10h45	Applying fairness in Ombudsman rulings: challenges and successes	<p><b>Chairperson:</b>  <b>Chun-Hsiung Cho</b>, Ombudsman  Committee Chair &amp; President,  Financial Ombudsman Institution,  Taiwan</p> <p><b>Jennifer Preiss</b>,  Deputy Ombudsman, Long –Term  insurance Ombudsman, SA</p> <p><b>Dr Reno Borg</b>,  Arbiter for Insurance Ombudsman,  South Financial Services, Malta</p>
11h15 - 12h15	An external view of the importance of Facilitation and Mediation in ADR	<p><b>Chairperson:</b>  <b>Kwanda Vabaza</b>, Manager  Communications, Ombudsman for  Banking Services, South Africa</p> <p><b>Nerine Kahn</b>,  External Expert Speaker</p>
12h15 – 12h45	INFO 2020 Presentation	To be revealed at the conference
12h45 - 13h00	<b>Closing of INFO 2019</b>	<p>INFO Network Chairperson and  Conference Host</p> <p><b>Karen Stevens</b>  <b>Reana Steyn</b></p>
13h00	Lunch	