



The International Network of Financial Services Ombudsman Schemes
Annual Conference

Conference Programme

DEFINING INDIVIDUALITY - GOING GLOBAL

10:00

Trip to Geghard Monastery and Garni Temple

Pick up is from the main entrance of Marriott hotel on the Republic Square at 10:00 am.

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Geghard is a medieval monastery, which is listed as a UNESCO World Heritage Site. The Monastery was partially carved out of the adjacent mountain, surrounded by cliffs. Legend has it that Geghard Monastery was founded in the 4th century. The most ancient of the cave churches, St Gregory's, dates back to the 7th century. Geghard is 40 km away from Yerevan, situated up the gorge of the Azat river.

Geghard Monastery is a historic site, so everyone regardless their religion can visit it.

12:30

Trip continued to Garni temple

Garni is a pagan temple not far from Geghard Monastery. It was built in the first century A.D. by the Armenian King Tiridates with the money he received after visiting Emperor Nero in Rome. This Hellenic-style temple, which was dedicated to the heathen sun god - Mitra, is set on the edge of a magnificent gorge overlooking the Azat River.

14:00

Lunch in a village house called "7Qar"

You will see how Armenian traditional flatbread – lavash, which is included on UNESCO's intangible cultural heritage list, is prepared and you can also bake one by yourself in a traditional underground clay oven called tonir.

17:00

Arrival in Yerevan

19:00

Reception at National Art Gallery

The Art Gallery is situated on the Republic Square within walking distance from Marriott hotel. Delegates are expected to arrive at the gallery by themselves. If needed our employees will be in front of Marriott hotel to show direction.

08:00 - 09:00

Registration

09:00

Conference opening ceremony

Opening remarks

Speakers

Piruz Sargsyan

Mediator, Office of Financial System Mediator, Armenia

Douglas Melville

INFO Network Chair

09:15

Globalization of cultures. Did it occur? Can the world best practices be universally applicable? Where do we go from here?

Guest speaker

Vache Gabrielyan

Vice Prime Minister, Minister of International Economic Integration and Reforms, Republic of Armenia

09:45

Cultural particularities influencing Ombudsman schemes

- Overview of diverse dispute resolution mechanisms reflecting the unique circumstances of each environment
- Different cultures, different approaches in dealing with various stakeholders

Chair

Caroline Mitchell

Lead Ombudsman, Financial Ombudsman Service, UK

Panelists

Francis Frizon

French Insurance Mediation Scheme

Kuan-Chun Johnny Chang

Ombudsman Committee Chair, Financial Ombudsman Institution, Taiwan

Sujatha Sekhar Naik

Chief Executive Officer, Securities Industry Dispute Resolution Center, Malaysia

Muvhango Lukhaimane

11:00 - 11:30

Morning coffee break

11:30

Case discussion. Finding fairness

Group discussion of a case with ethical and social components. The participants as a group must come to a FAIR conclusion keeping in mind the rule of law and given circumstances.

Chair

Raj Venga

CEO & Ombudsman, Credit and Investments Ombudsman , Australia

Group facilitators

Sarah Bradley

Ombudsman and CEO, Ombudsman for Banking Services and Investments, Canada

Kuan-Chun Johnny Chang

Ombudsman Committee Chair, Financial Ombudsman Institution, Taiwan

Marielle Cohen-Branche

Ombudsman, French Financial Ombudsman, France

Larry Hattix

Ombudsman & SDC, Office of the Ombudsman, U.S. Office of the Comptroller of the Currency, United States

Gabriel A.K. Maotwanyane

Banking Adjudicator, Office of the Banking Adjudicator, Botswana

Sujatha Sekhar Naik

Chief Executive Officer, Securities Industry Dispute Resolution Center, Malaysia

Nicola Sladden

Banking Ombudsman & Chief Executive, Banking Ombudsman Scheme, New Zealand

Karen Stevens

Ombudsman, The Insurance & Financial Services Ombudsman Scheme, New Zealand

Deanne Wood

Ombudsman, Ombudsman for Short Term Insurance, South Africa

12:50

Getting acquainted with Armenian culture.

Mini exhibition.

13:30 - 14:30

Group photo and Lunch

14:30

Mediation as a dispute resolution technique

- Should Ombudsman mediate even if the Ombudsman has the power to make binding decisions?
- Mediation as a tool to achieve real justice
- Incorporating mediation into Ombudsman's structure and processes

Guest speaker

Corrado Mora

Civil and Commercial Mediator

15:15 - 15:45

Afternoon coffee break

15:45

Industry break-out sessions

Recent trends and developments

Hot issues in banking, insurance and investments

Banking

Chair

Jeremy Lee

Chief Executive Officer, Ombudsman for Financial Services, Malaysia

Speakers

Clive Pillay

Ombudsman, Ombudsman for Banking Services, South Africa

Marco Franchetti

Ombudsman, Swiss Banking Ombudsman, Switzerland

Kristina Westerståhl

Chief Executive Officer, The Swedish Consumers' Banking and Finance Bureau, Sweden

Insurance

Chair

Karen Stevens

Ombudsman, The Insurance & Financial Services Ombudsman Scheme, New Zealand

Speakers

Deanne Wood

Ombudsman, Ombudsman for Short Term Insurance, South Africa

Brian Maltman

Executive Director and Ombudsman, General insurance OmbudService, Canada

Anna-Karin Baltzari Danfors

CEO, The Swedish Consumers' Insurance Bureau, Sweden

Investments

Chair

Sarah Bradley

Ombudsman and CEO, Ombudsman for Banking Services and Investments, Canada

Speakers

Caroline Mitchell

Lead Ombudsman, Financial Ombudsman Service, UK

Douglas Melville

Principal Ombudsman & Chief Executive, Channel Islands Financial Ombudsman, Channel Islands

Sujatha Sekhar Naik

Chief Executive Officer, Securities Industry Dispute Resolution Center, Malaysia

16:45 - 17:00

Wrap up of Day 1

19:00

Dinner at "Yans Club" Restaurant and Music Hall

Dress code: Cocktail/evening attire

Address: 76 Teryan street, Yerevan

Transportation: Pick up from Marriott hotel at 18:45

08:00 - 09:00

Annual General Meeting of Members of International Network of Financial Services Ombudsman Schemes (INFO Network)

AGM is open to INFO Network members only

09:00

Media relations strategy in difficult situations

Group discussion of a case study describing a crisis situation with negative feedback in media, including social media. Groups will contribute their thoughts to creating a solution to the problem.

Chair

Caroline Mitchell

Lead Ombudsman, Financial Ombudsman Service, UK

Group facilitators

Elina Antila

Communication manager, The Finnish Financial Ombudsman Bureau, Finland

Larry Hattix

Ombudsman & SDC, Office of the Ombudsman, U.S. Office of the Comptroller of the Currency, United States

Nicky Lala-Mohan

Credit Ombudsman, Office of the Credit Ombud, South Africa

Douglas Melville

Principal Ombudsman & Chief Executive, Channel Islands Financial Ombudsman, Channel Islands

Clive Pillay

Ombudsman, Ombudsman for Banking Services, South Africa

Jennifer Preiss

Deputy Ombudsman, Ombudsman for Long-Term Insurance, South Africa

Susan Taylor

Chief Executive Officer, Financial Services Complaints Ltd, New Zealand

Shane Tregillis

Chief Ombudsman, Financial Ombudsman Service, Australia

Raj Venga

CEO&Ombudsman, Credit and Investments Ombudsman, Australia

10:15 - 10:45

Morning coffee break

10:45

Surviving social media attacks and trolling.

Hosts

Narek Margaryan

Screenwriter, comedian, TV host

Sergey Sargsyan

Political satirist, stand-up comedian and writer

Speakers

Artak Aleksanyan

Head of TV News Department at Armenia TV Company

Maria Titizian

Writer, Journalist, Lecturer at American University of Armenia

11:45

Case study of Ireland and discussion

Does the binding decision making power of the Ombudsman make the scheme more effective and/or too formal?

Chair

David Thomas

Chairman, Channel Islands Financial Ombudsman, Channel Islands

Speaker

MaryRose McGovern

Director of Adjudication and Legal Services, Financial Services Ombudsman's Bureau, Ireland

Commentators

Jennifer Preiss

Deputy Ombudsman, Ombudsman for Long-Term Insurance, South Africa

Holly Nicholson

Ombudsman, OmbudService for Life & Health Insurance, Canada

13:00 - 14:00

Lunch

14:00

Balancing transparency and confidentiality

- How to navigate the fine line between transparency and confidentiality?
- How much should be disclosed in the process of dispute review and after the dispute has been resolved (data and case studies published)?

Chair

Douglas Melville

Principal Ombudsman & Chief Executive, Channel Islands Financial Ombudsman, Channel Islands

Panelists

David Millington

Lead Ombudsman, Financial Ombudsman Service, UK

Karen Stevens

Ombudsman, The Insurance & Financial Services Ombudsman Scheme, New Zealand

Marielle Cohen-Branche

Ombudsman, French Financial Ombudsman, France

15:00 - 15:30

Afternoon coffee break

15:30

Jurisdictional limits and boundaries for the Ombudsman

- How far should the Ombudsman go? Should the Ombudsman be limited by the merits of the complaint or should the Ombudsman go beyond it?
- What is fair compensation? Should the Ombudsman advise the customer in the process of mediation/adjudication?
- What if the rights of a third-party are affected by the Ombudsman's decision?

Chair

Larry Hattix

Ombudsman & SDC, Office of the Ombudsman, U.S. Office of the Comptroller of the Currency, United States

Panelists

Shane Tregillis

Chief Ombudsman, Financial Ombudsman Service, Australia

Sarah Bradley

Ombudsman and CEO, Ombudsman for Banking Services and Investments, Canada

MaryRose McGovern

Director of Adjudication and Legal Services, Financial Services Ombudsman's Bureau, Ireland

16:30 - 16:45

Wrap up of Day 2

17:30

Gala Dinner at "Arthurs Aghveran Resort"

Address: Arzakan Village, Aghveran (about 50 minutes ride from Yerevan)

Transportation: Pick up from Marriott hotel at 17:30 sharp to avoid traffic

09:00

Analyzing business processes for optimization

- Are we efficient enough?
- Are we a high performing team and what does this mean in the context of our work?
- Would the Ombudsman be more efficient if it were not a non-for profit organization?

Chair

David Millington

Lead Ombudsman, Financial Ombudsman Service, UK

Commentators

Douglas Melville

Principal Ombudsman & Chief Executive, Channel Islands Financial Ombudsman, Channel Islands

Nicola Sladden

Banking Ombudsman & Chief Executive, Banking Ombudsman Scheme, New Zealand

Sarah Parker

Deputy Banking Ombudsman, Banking Ombudsman Scheme, New Zealand

10:00 - 10:30

Morning coffee break

10:30

Financing models. Best practices and main principles

Presentation and group discussion

- Group discussion, which should result in drawing an optimal model of financing for Armenian scheme. The financing model suggested should reflect best practices and main principles.
- What is the most optimal way of financing a scheme taking into account local specifics of each country?
- Is the approach different in small schemes vs. big schemes?

Chair

David Thomas

Chairman, Channel Islands Financial Ombudsman , Channel Islands

Speaker

Piruz Sargsyan

Mediator, Office of Financial System Mediator, Armenia

Group facilitators

Hranush Aghayan

Head of the Case Handling and Investigating Group, Office of Financial System Mediator

Marco Franchetti

Ombudsman, Swiss Banking Ombudsman, Switzerland

Francis Frizon

French Insurance Mediation Scheme, France

Larry Hattix

Ombudsman, Office of the Ombudsman, United States

Nicky Lala-Mohan

Credit Ombudsman, Office of the Credit Ombud, South Africa

Jeremy Lee

Chief Executive Officer, Ombudsman for Financial Services, Malaysia

David Millington

Lead Ombudsman, Financial Ombudsman Service, UK

Nicola Sladden

Banking Ombudsman & Chief Executive, Banking Ombudsman Scheme, New Zealand

Susan Taylor

Chief Executive Officer, Financial Services Complaints Ltd, New Zealand

12:00

Intermediaries. Good or bad?

- Why does not the consumer come to the Ombudsman directly? Is it a matter of awareness lack or distrust?
- Is there really no difference in regards to the outcome of the case depending on whether the complaint was brought directly or not?
- Pros and cons, hidden threats

Chair

Shane Tregillis

Chief Ombudsman, Financial Ombudsman Service, Australia

Speaker

Caroline Mitchell

Lead Ombudsman, Financial Ombudsman Service, UK

Lukáš Vacek

Deputy Financial Arbiter, Czech Financial Arbiter, Czech Republic

13:00

Closing of INFO2016

- Presentation from the INFO 2017 host scheme
- Closing remarks

Speakers

INFO2017 host member

To be announced

Piruz Sargsyan

Financial System Mediator of Armenia

Douglas Melville
INFO Network chair

13:30

Farewell lunch

19:00

Optional social activities

21st of September is Armenia's 25th Independence day, so a lot of activities will be going on in the city, including parade and open air concerts. Watch for celebration around the city.