Guest Speakers

Artak Aleksanyan
Head of TV News Department at Armenia TV Company
artak.aleksanyan@banadzev.com

Artak is a journalist and a TV manager/producer. He works for Panarmenian Media Holding and also has his own production company "Banadzev" and a magazine "Newmag". Artak delivers trainings for journalists; does corporate couching on PR; writes blogs, articles and documentaries.

Artak has a Master's degree in Political Science and International Relations from American University of Armenia and a Master of Arts degree in Communication from University of Utah.

Vache Gabrielyan
Vice Prime Minister, Minister of International Economic Integration and Reforms, Republic of Armenia
vache.gabrielyan@gov.am

Mr. Gabrielyan has graduated from the Economic Cybernetics Department of the Yerevan State University, where he also attended post-graduate courses. He holds a Master's degree in Public Administration (MPA) from Rutgers University (New Jersey, USA). Mr. Gabrielyan received his Philosophy Doctor in Public Administration in 1998. Since then he has been lecturing at the Economics Department of the Yerevan State University and the Faculty of Political Sciences of the American University of Armenia. He is an author of a number of scientific papers published both in Armenia and abroad.

Mr. Gabrielyan was the adviser to the Central Bank of Armenia's (CBA) chairman, then he became the Board member, afterwards – the vice-chairman of the CBA. Mr. Gabrielyan was the Minister of Finance of the Republic of Armenia from December 2010 to May, 2013. In May, 2013 he was appointed as the Chief of RA Government Staff. And as of November, 2014 Mr. Gabrielyan has appointed as the Vice Prime Minister, Minister of International Economic Integration and Reforms of the Republic of Armenia.

Guest Speakers

Narek Margaryan
Screenwriter, Comedian, TV host
narek.markarian@gmail.com

Narek Margaryan is a comedian and a screenwriter, host of "ArmComedy" a political satire show on Armenian television. In 2009 he co-created the award winning satiric news website that soon evolved into one of the most discussed political shows in Armenia.

Narek has written screenplays for a number of successful Armenian movies as well as a TV series airing in the upcoming television season.

Narek holds a PhD in English Stylistics and is a passionate lover of ice-cream.

Corrado Mora
Civil and Commercial Mediator
corrado.mora.cm@gmail.com

Mr. Corrado Mora, MCIArb, CEDR Accredited Mediator (London), CIArb Accredited Mediator (London), lives in Verona, Italy, where he practices as a mediator in civil and commercial disputes and as a lawyer.

His Mediation training is based in Italy (where he also obtained LL.M. in ADR at the Università degli Studi di Siena) and abroad (CEDR, London; WIPO-World Intellectual Property Organization, Geneva; Academy of European Law, Trier; University of Cologne; King's College, London).

He is a member of the Panels of Neutrals of CAM-The National and International Chamber of Arbitration of Milan, of the Chambers of Commerce of Verona and Florence, of the OVMF-The Mediation Service of the Bar Association of Verona. He also serves as a Community Mediator in Bologna, Reggio Emilia and Ferrara. He is a former member of the Panel of Neutrals of the International Chamber of Arbitration and Mediation of Grosseto He is an accredited trainer by the Italian Ministry of Justice; he teaches Mediation, Negotiation and Mediation Advocacy techniques in collaboration with many training entities. Corrado is an experienced assessor for the accreditation of civil and commercial mediators by many Italian Chambers of Commerce and mediation providers; he completes his assessment skills by participating as a mediator and judge in several international Mediation and Negotiation competitions through the years. Corrado is a member of the European Branch and a member of the Education and Membership Committee and of the Mediation Sub.Committee of the CIArb.

Guest Speakers

Sergey Sargsyan
Political Satirist, Stand-up Comedian and Writer
searres@gmail.com

Segey Sargsyan is a political satirist and stand-up comedian, co-founder of ArmComedy political satire news website (2009) which later was evolved into TV show "ArmComedy".

Sergey was born in 1982, in Tbilisi, Georgia and received education at Yerevan State Linguistic University getting a Ph.D. in 2006 in philology.

Prior to comedian career, Sergey worked for 7 years in various USAID-supported international civil society development projects with IFES, NDI and DynCorp as project coordinator for civil society and political projects.

Maria Titizian
Writer, Journalist, Lecturer at American University of Armenia
maria.titizian@gmail.com

Maria Titizian is currently a lecturer at the American University of Armenia. Prior to this she was the Managing Editor at CivilNet TV, the founding director of the HM Foundation, a social-democratic think tank and earlier the Associate Editor of the Armenian Reporter. She repatriated to Armenia in 2001 from Canada.

Biographies of Speakers

Biographies are listed in the order of appearance in the programme.

Caroline Mitchell

Lead Ombudsman, Financial Ombudsman Service, UK

Mrs. Mitchell is a solicitor and was a litigation partner with Lawrence Graham in London. But she has worked in complaint handling organisations for most of her career.

She worked for the Insurance Ombudsman Bureau as a case handler and a senior manager. She also worked for the Building Societies Ombudsman.

In 1995 she was appointed as a member of the Police Complaints Authority where she served the maximum six years dealing with public complaints against police officers and supervising investigations into important matters like deaths in custody.

In 2002 she became an ombudsman at the newly formed Financial Ombudsman Service and in April 2005 was appointed to the new role of Lead Ombudsman, responsible for a number of ombudsmen and adjudicators dealing with general investment complaints under her direction. Since then her responsibilities expanded to include complaints about pensions, portfolio management, general insurance and mortgages. She now has particular responsibility for sharing insight and knowledge.

Caroline is a former executive committee member of the British and Irish Ombudsman Association.

Francis Frizon

French Insurance Mediation Scheme

Francis FRIZON was born in 1947.

After graduating from Paris Law University he began a career as deputy magistrate at Paris tribunal. He then joined the French insurance association as Legal manager before becoming legal adviser of a bank/insurance joint venture.

Leaving the insurance sector he became for several years General manager of a Franco/Italian industrial and commercial company.

In June 2000, Francis FRIZON was elected French Insurance Mediator and has been regularly reelected since his retirement in 2015. From then he represents the French insurance mediation scheme internationally.

Francis Frizon is a Member of:

AJAR, the French association of insurance and reinsurance lawyers

- AIDA, International Association of Insurance Law.
- Club des Médiateurs de Services au Public, (founding member): the Club gathers the Mediator of the French Republic, the Mediators of the ministry of finances, ministry of Education, financial market Authority, and sectors like energy, medias, transportation etc.
- FIN NET, the European Union network of financial ombudsman, since its creation. Member of the Steering Committee.
- EIOPA's, Insurance and Reinsurance Stakeholder Group which is the consultant group of the European Insurance and Occupational Pensions Authority, for 2 mandates (2011-2015).
- INFO, the worldwide International network of Financial Ombudsman. Former member of the Committee.
- Senior consultant for the World Bank on financial consumer protection and literacy.

Biographies of Speakers

Biographies are listed in the order of appearance in the programme.

Dr. Kuan-Chun Johnny Chang

Ombudsman Committee Chair, Financial Ombudsman Institution, Taiwan

Dr. Kuan-Chun Johnny Chang is the Chairman of the Ombudsman Committee and President of the Financial Ombudsman Institution (FOI),Taiwan. Dr. Chang has assumed the present position since January 2015.

Dr. Chang received his LL.B. degree from National Chengchi University (NCCU) in Taiwan in 1997, and subsequently completed his MBA studies at NCCU's Department of Risk Management and Insurance in 2000. In fall, 2000, Dr. Chang started his pursuit of advanced law degrees including LL.M. and S.J.D. in the U.S. He was awarded two LL.M. degrees respectively by University of Pennsylvania Law School in 2001 and Boston University Law School in 2002. After five-year concentration of his research on international financial regulation, he eventually fulfilled the requirement of Doctor of Juridical Science degree through the completion of his doctorial dissertation titled, "An Optimal Legal Regime for the Supervision and Regulation of Financial Conglomerates in China in the post-WTO Era". He was appointed to the assistant professor position at NCCU College of Law in Taiwan on August 2007, and promoted to associate professorship on February 2011. Since February 2015, he has acquired the full professorship and tenure. His field of interests includes financial regulation and insurance law. In his academic career, Dr. Chang has been devoted to scholarly writings which include over 50 articles in Mandarin, 9 English articles and book chapters, and over 30 conference papers. He had served as an Ombudsman of the FOI from the very first day since the establishment of such Institution on January 2012 until December 2014. In the past six years, he also has been served as the member of the Insurance Product Review Committee of the Insurance Bureau of the Financial Service Commission in Taiwan, ROC.

Sujatha Sekhar Naik

Chief Executive Officer, Securities Industry Dispute Resolution Center, Malaysia

Sujatha Sekhar Naik is the Chief Executive Officer of Securities Industry Dispute Resolution Center (SIDREC). She was seconded from the Securities Commission Malaysia (SC) to take this appointment in March 2013.

A former Deputy General Manager and the Head of Investor Affairs and Complaints of the SC, Sujatha was responsible for the management of complaints relating to market misconduct and the development and implementation of SC's investor education strategy. Her work in the SC included advisory and reform work in both the General Counsel's Office and the Corporate Finance and Investments Business Groups.

Sujatha has represented SIDREC and the Commission as a presenter and panelist at international and domestic forums on dispute resolution, investor education and other capital market issues as well as on a number of inter-agency committees in Malaysia. Sujatha was a member of the Advisory Board of the International Forum of Investor Education (IFIE) from 2010 to July 2015. One of the key groups she is now on is the Working Group on Dispute Resolution & Enforcement Mechanisms under the ASEAN Capital Market Forum to establish best practice standards and capacity building initiatives in the region to support the provision of specialised dispute resolution avenues for cross-border transactions.

Sujatha has experience in both legal practice and as an in-house legal counsel. She obtained her LLB (Hons), from the University of London and was called to the Bar of England and Wales in 1989 and re-qualified with the Law Society of England and Wales as a Solicitor in 1990. Sujatha was called to the Malaysian Bar in 1998.

Sujatha is also an accredited Mediator on the panel of the Bar Council Malaysian Mediation Centre (a member of Asian Mediation Association).

Biographies of Speakers

Biographies are listed in the order of appearance in the programme.

Muvhango Lukhaimane

Adjudicator, Pension Funds Adjudicator, South Africa

Muvhango Lukhaimane commenced her responsibilities as deputy Pension Funds Adjudicator on 1 June 2012 and was appointed Pension Funds Adjudicator on 1 July 2013.

She acquired first-hand experience and expertise in pension fund matters as research consultant and legal advisor at Sanlam Employee Benefits and Liberty Personal Benefits. She was also Principal Officer of the Eskom Pension and Provident Fund. She gained strategic planning and organisational skills during her stint in various executive management roles within the South African Domestic Intelligence Services.

Ms Lukhaimane holds the following qualifications; B.Iuris (Univen), LLB (UP), LLM (Unisa), Postgraduate Diploma in Management Studies (Buckinghamshire Chilterns University College), Postgraduate Diploma in Financial Planning (UFS) and an MBA (Wits Business School). She is also admitted as an advocate of the High Court.

Raj Venga

CEO & Ombudsman, Credit and Investments Ombudsman, Australia

Raj Venga is a lawyer with a background in finance law, policy and regulatory affairs, and holds Honours and Master's degrees in law.

He is the Chief Executive and Ombudsman of the Credit and Investments Ombudsman (CIO). Raj has held this position since October 2006.

Biographies of Speakers

Biographies are listed in the order of appearance in the programme.

Jeremy Lee

Chief Executive Officer, Ombudsman for Financial Services, Malaysia

Over the last 25 years as a central banker, Jeremy Lee had the privilege to undertake different types of policy and operational works, including the regulating the banking and insurance industry, providing legal advisory, overseeing the financial intelligence and investigation. He was seconded from Bank Negara Malaysia (Central Bank of Malaysia) to the Ombudsman for Financial Services (OFS) in August 2012.

Jeremy Lee is currently a member of the Small Debt Resolution Scheme established by the Bank Negara Malaysia to provide assistance to small and medium enterprises that are constrained by financial difficulties.

Jeremy Lee holds a Bachelor of Economics and a Bachelor of Jurisprudence degree from the University of Malaya, a Certificate in Legal Practice (CLP) from the Legal Profession Qualifying Board, Malaysia and a Master of Laws degree (LL.M) from Boston University School of Law, Massachusetts, USA.

Clive Pillay

Ombudsman, Ombudsman for Banking Services, South Africa

Clive Pillay is a lawyer by training. He was admitted to practice in 1976. He holds 4 law degrees including two Masters' degrees; one in Constitutional Law and one in International Law, respectively. He also holds Post Graduate Diplomas in Advanced Banking Law, Alternative Dispute Resolution (cum laude) and Compliance Management (cum laude). In 2007, Clive completed the International Ombudsman course in Philadelphia, USA.

During the period of 1999 to 2001, he served as a Judge of the High Court of South Africa on numerous occasions. He has been to the United States of America as an exchange student on a Comparative Law Program. He has lectured at the University of Port Elizabeth and the South African Law Society's School for Legal Practice.

Clive has addressed international conferences on Alternative Dispute Resolution, in New York, Dublin, Vancouver, Copenhagen and Taipei.

In 2008 he received the African Bankers prestigious "Banking Adjudicator of the year" award, held in Washington DC, for facilitating effective dispute resolution for the South African banking public and for promoting banking industry professionalism.

In October 2009 he attended the World Bank and International Monetary Fund general meetings in Istanbul, Turkey as an accredited representative.

In August 2010 Clive received the prestigious International Star Quality Award, in the Gold category in recognition of his efforts in promoting high standards in the workplace through excellence and innovation. The ceremony was held in Geneva.

Biographies of Speakers

Biographies are listed in the order of appearance in the programme.

Marco Franchetti

Ombudsman, Swiss Banking Ombudsman, Switzerland

Marco Franchetti is the Swiss Banking Ombudsman since July 1, 2013. As independent and neutral mediator he is responsible for and dealing with specific complaints which are raised against banks based in Switzerland. He has previously been working for about 25 years in the Swiss Financial Regulatory environment.

From 2009 until May 31, 2013, he was Head of the International Cooperation Unit at the Swiss Financial Market Supervisory Authority (FINMA) in Bern, responsible for advising on various international issues relating to banking, insurance, securities dealers and collective investment schemes, negotiating and drafting cooperation agreements with foreign financial regulators, handling of information requests from foreign authorities as well as representing FINMA in international committees and organizations and in bilateral meetings with foreign regulators.

Before that, Marco was Deputy Head of the Legal Department at the Swiss Banking Commission, advising in any legal issue related to the supervision of banks and securities dealers in domestic or international context.

Marco holds a Master of Law (Lic. iur.) and a post graduate Notary Public diploma. He speaks French and Italian (mother tongues), English and German.

Kristina Westerståhl

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

Kristina Westerståhl is the Chief Executive Officer of the Swedish Consumers' Banking and Finance Bureau since November 2007. The Swedish Consumers' Banking and Finance Bureau is an independent foundation with board representatives both from the authorities supervising the financial markets and trade associations. The bureau gives consumers impartial information regarding financial products and services and provide free legal advice in complaints against banks and finance companies.

She has been working with consumer issues in the financial services market for the past 20 years, as a lawyer and head of unit for financial services at the Swedish Consumer Agency and as a lawyer at the Consumers' Insurance Bureau. Prior to that she worked in the insurance Industry.

In 2014 she was appointed secretary in a public inquiry concerning telemarketing of financial services and products (SOU 2014:85). She participated as an expert in a public inquiry concerning consumer protection in financial advisory services (SOU 2014:4).

Kristina holds a law degree from the University of Stockholm. One of the reasons why she studied law was the interest in consumer rights, financial literacy and trying to make the financial markets more transparent and easier for consumers to understand. Outside work she is enjoys playing tennis and being a dedicated grandmother to her first grandchild, Ellinor, born in July 2016.

Biographies of Speakers

Biographies are listed in the order of appearance in the programme.

Karen Stevens

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

Karen Stevens was appointed Insurance & Savings Ombudsman in May 1998. In November 2015, the Scheme changed part of its name to better reflect the membership base and is now known as the Insurance & Financial Services Ombudsman ("IFSO") Scheme. She graduated with BA and LLB degrees from Victoria University and was admitted as a barrister and solicitor of the High Court of New Zealand in 1987.

Karen practiced as a lawyer in the area of civil litigation and alternative dispute resolution, before coming to complaints resolution work. Since her appointment, Karen has qualified as an Associate of The Arbitrators' and Mediators' Institute of New Zealand, a Member of The Chartered Institute of Arbitrators (UK) and a Fellow of the New Zealand Institute of Management. In 2009, she also completed a Master of Laws degree from La Trobe University in Melbourne, majoring in conflict resolution.

Karen is a founding Member of the Australian and New Zealand Ombudsman Association ("ANZOA") and is currently on its Executive Committee. She is also a founding Member of the INFO Network and has been a Member of its Executive Committee. Karen speaks nationally and internationally about complaints resolution in the financial sector, particularly in respect of insurance, and is very involved in providing training to financial service providers to help them prevent complaints from arising.

Deanne Wood

Ombudsman, Ombudsman for Short Term Insurance, South Africa

Deanne Wood was appointed to the position of Ombudsman for Short Term Insurance on 1 March 2016. Prior to that she was a senior counsel practising at the Johannesburg Bar. While at the bar Deanne specialised in Insurance and Pension Fund related matters.

Biographies of Speakers

Biographies are listed in the order of appearance in the programme.

Brian Maltman

Executive Director and Ombudsman, General Insurance OmbudService, Canada

Brian brings over 30 years' experience to the General Insurance OmbudService (GIO), representing and serving individuals, business corporations, insurers and reinsurers. In addition to the private practice of law and independent consulting, Brian has held insurance related positions including Claims Counsel to the Insurance Corporation of Ireland, Counsel, Munich Reinsurance Company of Canada, Vice President, Focus Group Inc., Claims Manager and Counsel, Frankona Reinsurance, Chief Agent for Canada, ERC Frankona, Vice President Human Resources and General Counsel, UAB Group, and Director and Chair of the Conduct Review Committee, Omega Insurance Holdings.

Called to the Ontario bar in 1981, Brian was educated at York University's Glendon College and at Dalhousie Law School. Throughout his career Brian has also served in a variety of volunteer capacities, in the insurance industry, natural resources and arts organizations. These include several of the IBC's working groups and committees, and the Reinsurance Research Council. He is Past Chair and Director of The Friends of Algonquin Park, a Past President of the Algonquin Park Residents Association, a Director and performer in York Symphony, and an Advisor to the Ontario Negotiating Team in the Land Claim advanced by the Algonquin First Nations.

Anna-Karin Baltzari Danfors

CEO, The Swedish Consumers' Insurance Bureau, Sweden

Anna-Karin Baltzari Danfors is the Chief Executive Officer of the Swedish Consumers' Insurance Bureau since June 2014. Anna-Karin is a qualified lawyer and has more than 20 years' experience from various positions in the Swedish Insurance Industry. Recently as the Customer Ombudsman at one of the major insurance companies in Sweden. Anna-Karin has over the years devoted her engagement within the complaint area. She has pointed out the importance of proper handling of complaints and also as an important source for future product development. Outside work, Anna-Karin is a proud mother of two daughters and in her free time she has recently discovered the world of painting in oil. Her holiday she prefers to spend in her childhood village north of the Arctic Circle but also in Puglia in the very south of Italy.

Biographies of Speakers

Biographies are listed in the order of appearance in the programme.

Sarah Bradley

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

Sarah Bradley is the Ombudsman and Chief Executive Officer (CEO) of the Ombudsman for Banking Services and Investments (OBSI). Prior to this, Ms. Bradley was Chair and CEO of the Nova Scotia Securities Commission. She is former Vice Chair of the Canadian Securities Administrators, and has been a member of the North American Association of Securities Regulators and a representative on the Canadian Joint Forum of Financial Regulators. Ms. Bradley is a lawyer by profession. She spent several years as an Associate Professor at the Schulich School of Law at Dalhousie University. She received her Honours Bachelor of Science degree at the University of Toronto, her Bachelor of Laws degree from Queen's University and her Master of Laws degree from Harvard Law School. She was called to the bar in Ontario, Nova Scotia and New York and practiced law in Toronto and Halifax.

Douglas Melville

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

Douglas Melville is currently the Principal Ombudsman and Chief Executive of the Channel Islands Financial Ombudsman (CIFO). He is responsible for the two independent statutory bodies which commenced operation in 2015 that resolve disputes arising from the provision of retail financial services in and from the major international financial centres of Jersey, Guernsey, Alderney and Sark (collectively known as the Channel Islands). Until May 2015, he served as the Ombudsman and Chief Executive Officer of the Canadian Ombudsman for Banking Services and Investments (OBSI). In 1996, while Director of Commercial and Regulatory Policy for the Canadian Bankers Association, Mr. Melville established the Canadian Banking Ombudsman (CBO) and served as its first Board Secretary.

Mr. Melville qualified as a lawyer (barrister and solicitor) in Canada in 1993 and became an Ombudsman in 2006. Before that, he held senior industry roles in the banking, investment and insurance sectors. He has also served as a board member for various financial industry bodies and not-for-profit organizations involved in public policy, health care, international development, poverty alleviation, and financial literacy. He currently serves as a Commissioner of the Jersey Overseas Aid Commission appointed by the States of Jersey, Jersey's legislative assembly. Mr. Melville holds undergraduate degrees in Economic Geography & Political Science (BA) and Law (JD), and master's degrees in Business Administration (MBA) and Law (LLM). In 2012, he received the ICD.D designation from the Institute of Corporate Directors.

Biographies of Speakers

Biographies are listed in the order of appearance in the programme.

David Thomas

Chairman, Channel Islands Financial Ombudsman, Channel Islands

David Thomas is currently chairman of the Channel Islands Financial Ombudsman (established by law to cover Jersey, Guernsey, Alderney and Sark) and a member of the Regulatory Board of the Association of Chartered Certified Accountants (covering 154,000 accountants in 170 countries worldwide). He has advised and/or given seminars on financial consumer protection in 38 countries worldwide (including for The World Bank, European Commission and US Aid).

He qualified as a lawyer in England and Wales and in Ireland. He became managing partner of a firm of lawyers with offices in Liverpool and London. In 1997 he was appointed as the Banking Ombudsman. In 2000, on creation of the unified statutory Financial Ombudsman Service, he became Principal Ombudsman. From 2009 to 2010 he was interim Chief Ombudsman. He was a member of the INFO Network committee (chairman 2011-12).

MaryRose McGovern

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

MaryRose McGovern is a graduate of Law from Trinity College Dublin, with a record of academic achievement in Administrative Law and Commercial Law.

After being admitted to the Law Society of Ireland as a Solicitor, MaryRose worked for many years in private practice as a Litigation Partner with the firm of Dockrell Farrell. Her specialty areas were Insurance and Commercial Litigation.

MaryRose joined Ireland's Ombudsman for Credit Institutions in 2001.

Following the establishment of the Financial Services Ombudsman's Bureau, in 2005, MaryRose was appointed Head of Investigation, and has recently been appointed Director of Adjudication and Legal Services.

MaryRose has a special interest in the promotion of the Irish language, and in facilitating Irish language speakers in accessing public services. She is currently undertaking post graduate studies in Irish Language Communication.

Biographies of Speakers

Biographies are listed in the order of appearance in the programme.

Jennifer Preiss

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

Jennifer Preiss is the Deputy Ombudsman of the Ombudsman for Long-term Insurance. She worked in the insurance industry from 1984 to 1998. During this period she worked in the legal department, dealing with employee benefits, individual life insurance and corporate legal matters.

In 1998 she joined the Ombudsman for Life Assurance and in 2001 she was appointed Deputy Ombudsman.

Jennifer was the Chair of INFO in 2013.

Jennifer has a B.A. LLB. Degree and Post Graduate Diploma in Tax Law.

Holly Nicholson

Ombudsman, OmbudService for Life & Health Insurance, Canada

Holly Nicholson is the Executive Director, Ombudsman and General Counsel for the OmbudService for Life & Health Insurance. She joined OLHI in the spring of 2008 after a 20 year career in both litigation and corporate law.

Before joining OLHI, Holly practiced commercial and general litigation with a Bay Street law firm, including professional liability insurance law and alternate dispute resolution.

Subsequently, she joined DuPont Canada's legal department as Special Counsel – where she ultimately became the Chief Legal Counsel & Corporate Secretary for its largest business, INVISTA Canada. In that capacity, Holly was responsible for providing legal and strategic advice on a broad range of commercial, regulatory and legal matters.

Holly is a graduate of Dalhousie Law School, the University of Toronto's "MBA Essentials for Managers" program, and Lester B. Pearson College of the Pacific, a United World College.

Biographies of Speakers

Biographies are listed in the order of appearance in the programme.

David Millington

Lead Ombudsman, Financial Ombudsman Service, UK

David Millington has been an ombudsman at the UK Financial Ombudsman Service for the last

16 years – for most of that time specialising in banking, consumer credit, and mortgage lending cases. His earlier career was with HSBC where he held a variety of positions, both in the UK and offshore, including several years as the bank's Head of Customer Relations.

Since 2013 David has been a lead ombudsman – initially as joint head of the ombudsman's 'general casework' operation, and now focusing on the strategic development of the entire service.

David is also a fellow of the Institute of Financial Services, a liveryman and court assistant of the Worshipful Company of Arbitrators, and a trustee and the deputy chairman of Opera up Close.

Marielle Cohen-Branche

Ombudsman, French Financial Ombudsman, France

After being the chief legal officer in a number of financial institutions for 25 years, Marielle Cohen-Branche was judge at the French judicial supreme court «Cour de cassation», in charge of the banking and the finance sector from 2003 to 2011. During the same period she was a member of the Enforcement Committee of the French financial regulator "(Autorité des marchés financiers –AMF/Financial market authority - FMA), and member of the Sanctions Board of the World Bank (for two terms 2007 -2013) .

Now, since 2011, she is the AMF Ombudsman and has been renewed in 2015 for a supplementary three years term.

Since January 2016, she has been referenced by the CECMC (national commission of control and evaluation of mediators of consumption) put in place in France due to the transposition of the European Directive ADR (alternative dispute resolution), as the new public ombudsman of the consumption in financial sector, notified to the European Commission. She has been also appointed member of the international administrative tribunal of the World Bank (WBAT) in 2014 for five years.

Marielle Cohen-Branche is an officer of the French Legion of honor and of the National order of merit .

Biographies of Speakers

Biographies are listed in the order of appearance in the programme.

Larry Hattix

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

Larry L. Hattix serves as the Senior Deputy Comptroller for Enterprise Governance and Ombudsman at the Office of the Comptroller of the Currency (OCC). He assumed this role in February 2013, and in this role he oversees the agency's enterprise governance function, the bank and savings association appeals program, and the customer assistance group. He is a member of the agency's Executive Committee. Mr. Hattix also represents the agency as member of the International Network of Financial Services Ombudsman Schemes that promotes effective dispute resolution, improves international coordination and cooperation, and shares best practices globally. Prior to this role, Mr. Hattix served as Ombudsman since January 2008. He previously served as Assistant Deputy Comptroller for the Cincinnati/Columbus Field Office since 2003, where he directly supervised 40 banks. Mr. Hattix became a Specialist in Bank Information Systems in 1996, a BIS Lead Expert in July 2000, and was commissioned a National Bank Examiner in March 1994, with a specialty in Consumer and Community Reinvestment Act compliance. Mr. Hattix joined the OCC in 1988 as an Assistant National Bank Examiner in the Deerfield, Illinois Duty Station, after graduating from Carroll College in Waukesha, Wisconsin, with a degree in business administration-finance.

Shane Tregillis

Chief Ombudsman, Financial Ombudsman Service, Australia

Shane started as Chief Ombudsman at the Financial Ombudsman Service (FOS) on 12 September 2011. He has more than 25 years' experience in senior regulatory roles in Australia and Singapore.

Shane was Commissioner at the Australian Securities and Investments Commission (ASIC) from May 2010 to August 2011. Shane was at the Monetary Authority of Singapore (MAS) from November 2001 to March 2010. He was Deputy Managing Director (Market Conduct) of MAS, where he was responsible for capital market and business conduct regulation in Singapore and also Chair of the Financial Education Steering Committee.

He has been actively engaged in international regulatory developments, including co-chair of both the International Organisation of Securities Commissions (IOSCO) and Committee on Payment and Settlement Systems (CPSS) Joint task Force on securities settlement systems. Shane holds Bachelor of Commerce, Bachelor of Laws and Master of Commerce degrees.

Biographies of Speakers

Biographies are listed in the order of appearance in the programme.

Nicola Sladden

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

Nicola was appointed Banking Ombudsman at the Banking Ombudsman Scheme from 1 August 2015. She has almost 20 years' experience in dispute resolution, including four as Deputy Banking Ombudsman. She has a law degree from Victoria University and a Masters of Public Health from Boston University. Nicola was previously the Chief Legal Advisor at the Office of the Health and Disability Commissioner and has worked in private practice. She has published and presented on dispute resolution in New Zealand and abroad.

Nicola is a member of the Australian and New Zealand Ombudsman Association (ANZOA). Established in 2003, ANZOA is a professional association and the peak body for Ombudsmen in Australia and New Zealand. ANZOA's members are individual Ombudsmen working in not-for-profit industry-based, parliamentary and other statutory offices, which meet accepted high standards of independence, impartiality and effectiveness, and which observe the Benchmarks for Industry-Based Customer Dispute Resolution (CDR Benchmarks). More information at www.anzoa.com.au.

Sarah Parker

Deputy Banking Ombudsman, Banking Ombudsman Scheme, New Zealand

Sarah was appointed Deputy Banking Ombudsman at the Banking Ombudsman Scheme in February 2016. She joined the scheme in June 2014 as a senior investigator. Previous to this, she was with the Office of the Health and Disability Commissioner for six years, latterly as senior legal advisor before heading to Canada to do legal research for the Missing Women Commission of Inquiry. She followed this work with an LLM from University of British Columbia, returning to New Zealand in 2013.

Biographies of Speakers

Biographies are listed in the order of appearance in the programme.

Piruz Sargsyan

Mediator, Office of Financial System Mediator, Armenia

Mrs. Sargsyan is a lawyer. She graduated from Yerevan State University – Faculty of Law. She maintained a candidate (Ph.D.) thesis and earned a degree in candidate of law. In the period of 1995-2008, she worked in the Central Bank of Armenia – first as specialist and at a later point, as the head of the Legal Department. Then, she was appointed as a General Legal Counsel at the Central Bank of Armenia. During this period, she was in charge of major legal reforms carried out in financial system. She has drafted number of laws in the field, such as the Law on Banks and Banking Regulation, Bankruptcy of Banks, etc.. She delivered lectures at a number of educational institutions, including French University of Armenia, State Academy of Management of Armenia, etc.

On December 22, 2008, Mrs. Sargsyan was appointed as the Financial System Mediator of Armenia and in 2013 she was reappointed in the same position.

Lukáš Vacek

Deputy Financial Arbiter, Czech Financial Arbiter, Czech Republic

Lukáš Vacek is the Deputy Financial Arbitrator of the Czech Republic since March 2013. He is also a member of FIN-NET Steering Committee and a member of OECD Task Force on Financial Consumer Protection. Graduated from the Faculty of Law of the Charles University in Prague he also holds a MPA degree from the Masaryk University (Faculty of Law) in cooperation with the Nottingham Trent University.

During the years 2004-2013 he worked at the Ministry of Finance of the Czech Republic as the Head of the Retail Financial Services and Consumer Protection in the Financial Market Unit. He was mainly responsible for the preparation of legislation in the area of consumer credits, distribution of retail financial services (particularly life-insurance), deposit guarantee scheme, and alternative dispute resolution. On behalf of the Czech Republic, he negotiated the EU legislation within the EU Council working groups, including e.g. the Mortgage Credit Directive or the Insurance Distribution Directive.

He has been actively engaged in financial education, since 2012 he is a member of the Working Group on Financial Education established by the Ministry of Finance of the Czech Republic. As a member of the Steering Committee of the Alliance against Debts he is also engaged in resolving the problems related to over-indebtedness. He is an author of the Commentary on the Act on Consumer Credit, he regularly publishes articles in professional journals and he is a lecturer as well.