

MAY 17, 2012 ISSUE

PUBLIC CONSULTATION: GOVERNANCE REFORM

In response to recommendations made by OBSI's independent reviewer, our Board of Directors created an ad hoc Governance Committee of the Board to oversee the transition to a new governance structure, develop new governance policies and processes as appropriate, and consult with stakeholders on these changes.

A [draft framework for reforming OBSI's governance structure](#) has been developed for discussion and consultation. OBSI's Board of Directors invites written comment on each of the components of the framework.

The proposed governance framework is guided by the following principles: the protection of the independence of the Ombudsman in fact and perception; the involvement and commitment of individuals with knowledge and or experience in consumer-related issues and the financial industry; and, the continued development and promotion of good governance.

Comment letters may be addressed to:

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Comments will be accepted until June 1, 2012, and will be posted on OBSI's website.