

# OBSI appoints Douglas Melville as new Ombudsman and CEO

## **The Ombudsman for Banking Services and Investments (OBSI) appoints Douglas Melville as new Ombudsman and CEO**

TORONTO, Aug. 31 /CNW/ - Dr. Peggy-Anne Brown, Chair of the Board of Directors of OBSI, is pleased to announce the appointment of Douglas Melville as Ombudsman and CEO effective August 25, 2009.

"I am pleased that, following an extensive national search, the Board has appointed Douglas Melville as OBSI's third Ombudsman and CEO. Mr. Melville brings to the Ombudsman role a rich and varied background in financial services, dispute resolution, public policy, media, government, and community relations. His experience in both the banking and investment sides of OBSI's mandate provides him with an appreciation of the full range of issues which OBSI encounters when resolving individual retail and small business customer complaints in an impartial manner."

Mr. Melville joined OBSI in early 2006 as Senior Deputy Ombudsman for Banking Services. Prior to this he held increasingly senior positions in the financial industry and was engaged in public and government sector projects in Canada and overseas as a policy analyst and consultant. He holds a B.A. from Carleton University, a law degree and an MBA from the University of Western Ontario, and a Master of Laws from Osgoode Hall Law School at York University. He has served on the boards of numerous financial industry bodies and not-for-profit organizations in the fields of anti-poverty policy and financial literacy, international development, and the performing arts.

A biographical sketch can be viewed at [Ombudsman for Banking Services and Investments - Ombudsman and Staff](#)

### About OBSI

The Ombudsman for Banking Services and Investments (OBSI) is a national, independent dispute resolution service for consumers and small businesses with a complaint they can't resolve with their banking services or investment firm.

OBSI looks at complaints about most banking and investment products and services, such as errors, mishandled accounts, misleading information or inappropriate advice that cause loss, damage or harm. Its services are free to consumers and small businesses.

OBSI may recommend compensation up to a maximum of \$350,000 for loss arising from an individual or small business complaint. OBSI has more than 600 participating firms from across Canada spanning the banking services and investment sectors.

Visit [www.obsi.ca](http://www.obsi.ca) to know more about OBSI.

For further information: Diane Bélanger, Manager, Public Affairs,  
1-888-451-4519, ext 2225, [dbelanger@obsi.ca](mailto:dbelanger@obsi.ca)