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ORIANA BECOMES FIRST MORTGAGE BROKER MEMBER OF OBSI

The Ombudsman for Banking Services and Investments (OBSI) is pleased to announce that Oriana Financial Group has joined OBSI as our first mortgage broker participating firm.

We are grateful for the trust our participating firms place in us. We are committed to providing them and their customers with the high-quality dispute-resolution services that Canadians have come to expect.

Other mortgage brokers who wish to become members of OBSI, or who have questions about OBSI membership, can contact us at membership@obsi.ca.

June 26, 2015

IN THIS ISSUE

- Oriana Becomes First Mortgage Broker Member of OBSI
- Ombudsman Skills & Experience
- Housekeeping Changes to Terms of Reference

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OMBUDSMAN SKILLS & EXPERIENCE

OBSI's Board of Directors has approved an amendment to OBSI's Bylaw that broadens the eligibility for individuals appointed Ombudsman and CEO. As previously [announced](#), OBSI's Board of Directors considered the proposed change to [section 8.3 \(b\) \(iii\)](#) of the Bylaw at its May 2015 meeting. The amendment allows for greater flexibility in appointing someone with government or regulatory experience, provided that individual met OBSI's stringent tests for independence and impartiality. The full Bylaw can be viewed [here](#).

HOUSEKEEPING CHANGES TO TERMS OF REFERENCE

OBSI's Board of Directors has also approved two amendments to OBSI's Terms of Reference that are housekeeping in nature. The changes are being made to meet regulatory expectations and requirements.

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Please note that subscription to OBSI's e-newsletter is mandatory for participating firms' designated internal contact.

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