

APRIL 30, 2012 ISSUE

MESSAGE FROM THE BOARD OF DIRECTORS

In response to an [article](#) in today's *Financial Post*, OBSI's Board of Directors has released the following statement:

OBSI respects Minister Flaherty's decision and, while not what we were hoping for, we appreciate receiving clarity as to the federal government's intent with respect to banking consumer dispute resolution. We will wait to see the draft regulations before deciding what the next steps will be for our banking mandate. Until then, it remains business as usual for our handling of banking complaints. We remain committed to our existing mandate, providing independent and effective dispute resolution for all of our participating firms and their customers until the release of the draft regulations.

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Note: Quotes may be attributed to Dr. Peggy-Anne Brown, Chair.

For more information, contact:

publicaffairs@obsi.ca

416-218-4244