

OBSI Consumer and Investor Stakeholder Advisory Council



Quarterly Report
to the Board

January 20, 2012

Background

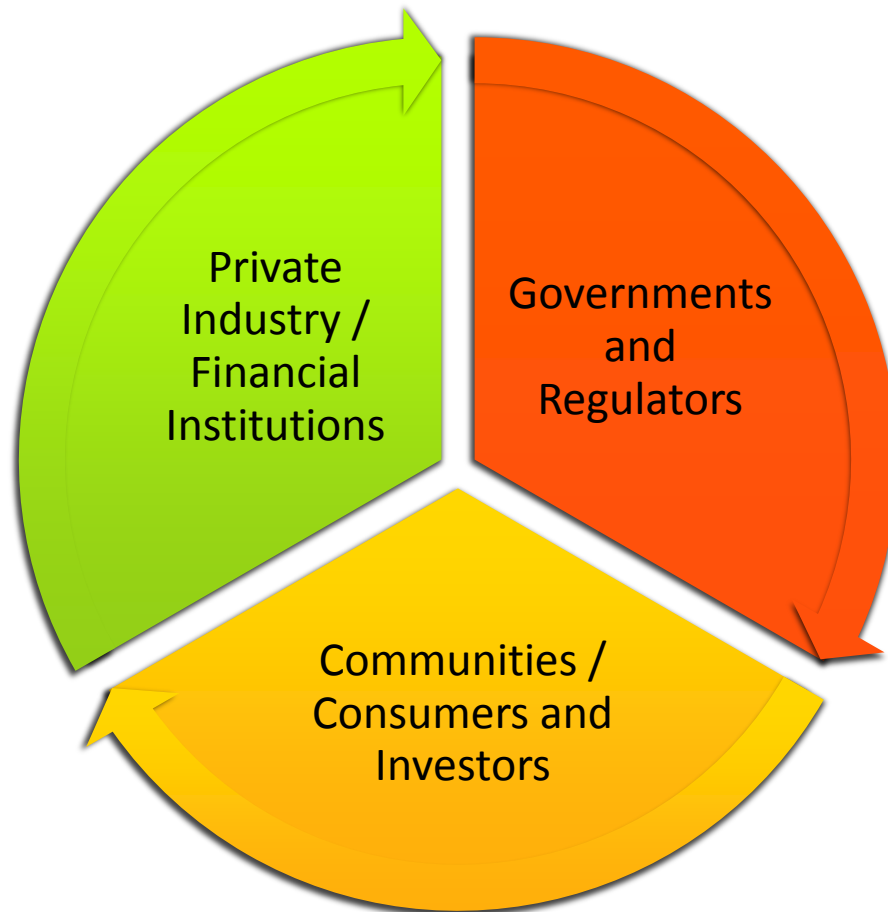
Need Identified / Mandate

- ➔ **Consumer / investor input**
- ➔ **Pan-Canadian approach**
- ➔ **Advice to Board**

Approach Taken

- ✧ **National body of individual experts**
- ✧ **High value / Respectful inquiry**
- ✧ **Community connectors and bridge-builders**

Key Players ...



Year in Review - 2011

- Monthly meetings
- Analysis / Opinion on Loss Calculation
- Issue identification and recommendations to OBSI Board
- Written and Board report on key issues
- Response to Khoury Report
- Press releases- response to TD withdrawal
- Pilot stakeholder Listening Sessions



Moving Forward - 2012

➔ **1. Governance**

- support to Board and Chair selection process
- input and expertise on key issues
- quarterly in person reports to the Board

➔ **2. Facilitative role of Council**

- information gathering
- knowledge mobilization
- continuing engagement

➔ **3. Use of independent voice**

- add value
- able to respond
- bridging gaps



At The Council ...

1. We believe in the important work of OBSI.
2. We value the integral role of the consumer / investor in the process.
3. We value opening up space for productive dialogue.
4. We believe that a single-source independent dispute resolution mechanism like OBSI is best for consumers.
5. We believe that no solution to the current challenges can be resolved without all groups actively engaged.



Opportunities

- Active engagement in recommendation implementation
- Trust-building with industry
- Active enquiry and knowledge gathering
- A resource to the Board
- Community engagement on key issues

Summary

- Council - a success
- Members - actively committed
- Value creation - high
- Requires entrenchment after 18 month mandate expiry in Spring



Thank you