

I am a member in good standing with the Law Society of Ontario. I am also a well-respected mediator, arbitrator and investigator. I have been working as an independent contractor for ADRBO for several years. I conduct investigations for ADRBO on a regular basis. As a result of my educational background, training and experience, I have been able to not only conduct thorough investigations on a timely basis and write concise reports, I have also been able to resolve numerous matters, leaving both the Complainants and the Banks very satisfied and on good terms. Since I am not an employee of ADR but rather an independent contractor, I can say with much confidence that ADRBO is a first-class reputable organization that is run extremely professionally.

As an ADRBO investigator, I can personally inform you that many Complainants and Banks have provided positive feedback after the completion of investigations. Both Banks and Complainants have been extremely satisfied with the process, and with having a fresh set of eyes looking at the matter. There is much value being brought to the table with the expertise contained within the roster of investigators at ADRBO.

I have had multiple Complainants tell me that they appreciate the opportunity of being heard by an independent body and that they found the process to be extremely helpful. My investigations and the positive outcomes that have ensued have resulted in the preservation of relationships between Banks and Customers.

Training and updates are provided on a regular basis and timelines are respected.

I strongly encourage Minister Morneau and Fortier to ensure that ADRBO remains the external complaints body as it truly is the gold standard. I would be pleased to provide further comments if necessary and can be contacted by email or telephone.