

## Concluding session

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### **International network of ombudsman**

Previous conferences have relied on the goodwill of host schemes for their organisation. It is now time to establish a more permanent network which must not be restricted to English speaking countries. Australia, Canada, New Zealand, UK and the USA have founded a network and Karen Chalmers-Scott, a consultant at the Banking & Financial Services Ombudsman in Australia has agreed to manage the secretariat.

A number of schemes expressed interest in joining the network which will be funded by contributions from the scheme members. The size of the contribution will depend on the number of schemes wishing to join, but €600 pa was suggested as a ball park figure. The next stage is to build a website and a forum so members of the network have a means of communicating with each other.

### **Future conferences**

- INFO'08 will be hosted by the Office of Comptroller of the Currency, USA from 29 September to 2 October 2008. It will be held at The Westin New York at Times Square, New York. Ideas or suggestions for this conference will be welcome.
- INFO'09 will be hosted by the Financial Services Ombudsman's Bureau in Dublin between 24 and 26 June 2009.

### **Thanks**

Walter thanked all the delegates for coming to INFO'07 and for their active participation in the wide range of sessions. He also thanked the speakers, those who helped to organise the sessions and the team who put the conference together.