

## Consumer Representative on the Code Compliance and Monitoring Committee for the Code of Banking Practice

FOS is seeking applicants for the position of consumer representative on the independent Code Compliance and Monitoring Committee ("CCMC") which is established in accordance with the Code of Banking Practice ("the Code") to:

- (a) monitor compliance with the Code by banks that have subscribed to the Code,
- (b) investigate, and make a determination on, any allegation from any person that a Code Subscriber has breached the Code, but the CCMC will not resolve, or make any determination on, any other matter; and
- (c) monitor any other aspects of the Code that are referred to the CCMC by the Australian Bankers' Association ("ABA").

The Australian Bankers' Association Code of Practice is designed to raise service standards for consumers in a number of areas involving banking and related services. The CCMC is an independent committee made up of three Members – an independent Chairman, a consumer representative, and a person with relevant retail banking experience.

The successful candidate will have relevant experience and knowledge as a representative for customers' and small business.

The position is appointed in accordance with the CCMC governance documentation and the incumbent will be a member of the Committee for a term not exceeding two years, but will be eligible for re-appointment.

**For more information visit: <http://www.ccmc.org.au>**

Please address your cover letter and resume to: **Nicolas Crowhurst at [ncrowhurst@fos.org.au](mailto:ncrowhurst@fos.org.au)**

Hard copies can be sent marked 'Private & Confidential' to: **Financial Ombudsman Service Limited, Attention: Nicolas Crowhurst, GPO Box 3, Melbourne VIC 3001**

Applications close: **Friday 11 May 2012**

## Consumer Representative on the Code Compliance Committee for the General Insurance Code of Practice

FOS is seeking applicants for the position of consumer representative on the independent Code Compliance Committee ("CCC") which is established in accordance with the General Insurance Code of Practice ("the Code") to monitor compliance with Code obligations.

**The successful candidate will be able to demonstrate:**

- (a) the ability to make objective decisions giving consideration to the objectives of the Code, the facts of the alleged breach and the efforts to undertake appropriate corrective action;
- (b) the ability to negotiate and conciliate;
- (c) the ability to exercise sound and fair judgment.

The Insurance Council of Australia Code of Practice is designed to raise service standards for consumers in a number of areas and covers the majority of general insurance products. The CCC is an independent committee made up of three Members – an independent Chairman, a consumer representative, and a person with relevant insurance industry practice experience.

The successful candidate will have relevant experience and knowledge as a representative for customers' and small business.

The position is appointed in accordance with the Code Compliance Committee governance documentation and the incumbent will be a member of the Committee for a term not exceeding two years, but will be eligible for re-appointment.

**For more information visit: <http://www.codeofpractice.com.au>**