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# STATES OF JERSEY



## OFFICE OF THE FINANCIAL SERVICES OMBUDSMAN: INTENDED RE-APPOINTMENT OF BOARD MEMBER

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Presented to the States on 14th November 2024  
by the Minister for Sustainable Economic Development

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STATES GREFFE

## REPORT

### Summary

The Office of the Financial Services Ombudsman (OFSO) provides an independent dispute resolution service for unresolved complaints involving financial services.

In accordance with Article 1 of Schedule 1 of the Financial Services Ombudsman (Jersey) Law 2014 (the “Law”), the Minister for Sustainable Economic Development (the “Minister”) must, by instrument in writing, appoint (or re-appoint) a Board of directors’ member (“Board member”) from among any person nominated by the Chairman.

Under the same article of that Law, the Minister is required to notify the States of the intended appointment at least 2 weeks before the appointment is made.

In accordance with these provisions, the Minister directed that the States be notified of the intended re-appointment of Mr Rob Giraud as Board member of OSFO for a further term of three years, to commence of 31 of January 2025 and to expire of 30 January 2028.

### Background

The Channel Islands Ombudsman (CIFO) comprises the OFSO in Jersey and in the Bailiwick of Guernsey. They operate as CIFO under an arrangement entered into by the Minister with the States of Guernsey under Article 6(1) of the Law.

CIFO’s operation is overseen by the OFSO boards, appointed jointly by the Minister and the Guernsey Committee for Economic Development. CIFO acts as one entity, effectively with a single combined Board empowered through legislation in both Jersey and Guernsey.

Appointments of OFSO board members must be made by the Minister by an instrument in writing in accordance with Schedule1(1) of the Law and based on the nominations provided by the Chairman of OFSO to the Minister. Pursuant to paragraph (1) of Schedule of the Law, the Minister has received a letter from the Chairman of OFSO making recommendation for the re-appointment of an existing board member to serve as Vice-Chair. The nominated candidate is to be appointed effective from 31 January 2025 is Mr Rob Giraud.

Members will recall that, following a competitive recruitment process, which was overseen by the Jersey Appointments Commission (the “Commission”), Mr Giraud was first appointed as board member of OSFO in 2022 for a period of 3 years, commencing on 31 January of that year.

The letter also confirms that Rob Giraud remains suitably qualified to be appointed by the Minister as Board member. OFSO has provided the necessary declarations of interest and authority for criminal checks to be undertaken by CIFO for this existing Board member as required under the Law.

The Minister has approved the re-appointment of Rob Giraud as Board member of OFSO with a 3-year term to commence 31 January 2025 and expire 30 January 2028. The re-appointment has been put forward to the Appointments Commission, for their views, as required by the Law.

### **Recommendation of Mr Rob Giraud**

Members will recall Mr Giraud, is a fellow of the Chartered Institute of Bankers with extensive banking experience with previous roles including Country Head and Director of Institutional Banking for RBS International/NatWest International in Guernsey and Board Director of the NatWest Group Global Captive Insurer. A committee member of the Association of Guernsey Banks for over 10 years. Rob is also a former member of the Juvenile Panel of Guernsey's Royal Court. Rob is currently Chair of the Guernsey Banks Deposit Compensation Scheme, a Commissioner in The Guernsey Financial Services Commission, Director of JamesCo 750 Ltd and a Commissioner of The Guernsey Language Commission LBG.

### **Balance of the Board**

Naturally, there will be no change to the balance of the Board of OSFO as a result of Ms Giraud's intended re-appointment. The current Board consists of four members as follows:

- one Jersey resident (Ms. Jennifer Carnegie);
- two Guernsey residents (Mr. Rob Girard who currently also acts as Vice-Chair and Hayley North); and
- on off-Island resident who acts as chair.

### **Resource implications**

There are no financial and staffing implications for the States arising from the appointment.