

# FINANCIAL OMBUDSMAN SERVICE

Colin Neave, Chief Ombudsman,  
Alison Maynard, Ombudsman,  
Investments, Life Insurance & Superannuation

ANZOA CONFERENCE, WELLINGTON, NEW ZEALAND  
6-7 May 2010



# Introduction

Colin Neave



MASU Financial Management Ltd v Financial Industry  
Complaints Service Ltd and Julie Wong (No.1)  
[2004] NSWSC 826

MASU Financial Management Ltd v Financial Industry  
Complaints Service Ltd and Julie Wong (No.2)  
[2004] NSWSC 829



National Mutual Life Association  
(t/as AXA Australia) v Financial Industry  
Complaints Service Ltd and Kevin Day  
[2006] VSC 121



Financial Industry Complaints Service Ltd v  
Deakin Financial Services Pty Ltd  
[2006] FCA 1805



Wealthcare Financial Planning Pty Ltd v  
Financial Industry Complaints Service and  
Norris

[2009] VSC 7



# IFM (Securities) Pty Ltd v Financial Industry Complaints Service Ltd and Gibian



# Diversified Funds Management Limited v Financial Ombudsman Service Limited and Lucas



# Hong Hee Choo v Banking and Financial Ombudsman Service Limited



# CONCLUSIONS



# QUESTIONS?



THANK YOU

