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# Independent Evaluation of the Ombudsman for Banking Services and Investments (OBSI) Banking Mandate

Solomiya Zakharchuk provided research assistance for an independent evaluation of the Ombudsman for Banking Services and Investments (OBSI) banking mandate, finding that the OBSI met and exceeded its regulatory obligations when dealing with disputes between consumers and banks, and recommending avenues for improvement.

Continue reading: [https://www.obsi.ca/en/about-us/resources/Documents/Independent-External-Review---OBSI-Investments-Mandate\\_EN.pdf](https://www.obsi.ca/en/about-us/resources/Documents/Independent-External-Review---OBSI-Investments-Mandate_EN.pdf)