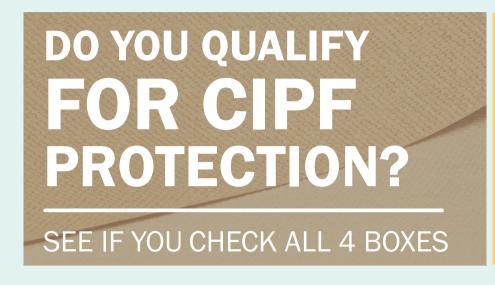


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**ILANA SINGER** Moderator Vice-President and Corporate Secretary, Canadian Investor Protection Fund (CIPF)



**MARC DUCHESNE** Partner, Borden Ladner Gervais LLP

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## RESOLVING **CUSTOMER DISPUTES** IN TIMES OF CRISIS



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**SARAH BRADLEY Ombudsman and CEO** of the Ombudsman for Banking Services and Investments (OBSI)

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## REGULATING IN TIMES OF CRISIS



**CLAUDYNE BIENVENU** Vice-President, Québec and Atlantic Canada, **Investment Industry Regulatory Organization** of Canada (IIROC)



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