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Lawyer, compliance and dispute resolution specialist in the fields of consumer, computer and international business law.

Compliance and Commercial Law Consultant : 1996 - now

- Provides advice and training on international and domestic dispute resolution, consumer financial services compliance and computer law issues.
- Customers have included
 - major banks and insurers
 - independent financial adviser firms ranging from large international businesses and major adviser networks to medium & small businesses
 - law firms in England, Switzerland, Germany & the USA
 - trade and professional bodies for consumer financial advisers
 - a company offering trading standards officers dispute resolution training
 - a foreign regulator
- Author of Consumer Complaints and Compensation: A Guide for the Financial Services Market, the only significant UK book on the subject.
- Writes regular commentaries on consumer financial services compliance developments for Complinet (2002-2004 & 2006 to present), Compliance Monitor (2004-present, Member of Editorial Board) & Compliance Online (2004-2005).
- Over 50 WIPO and Hong Kong International Arbitration Center Domain Name decisions on cybersquatting
- Independent Investigator for Institute of Financial Planning Disciplinary Committee. Drafted comprehensive reforms of the Disciplinary Procedures & advises on discipline generally. Member of Hearing Panel on all recent cases.
- Member of Chartered Institute of Arbitrators' Practice & Standards Committee and Arbitration Sub-Committee.

Personal Investment Authority Ombudsman Bureau, London: 1995

Ombudsman and Deputy Chief Executive

- Made binding decisions on consumer financial services complaints in quasi-arbitral proceedings and worked with Principal Ombudsman to lay down the rules to be applied to complaints throughout this new organization.
- Made 72% of the Decisions issued while authorized to make binding rulings.
- Provided support to staff and financial services regulators on case handling techniques, law and investment practice.

Insurance Ombudsman's Bureau, London : 1991 - 1995

Ombudsman's Assistant

- Investigated consumer financial services complaints, negotiated settlements, drafted Decisions and provided support to Ombudsmen and other casehandlers on financial services law, regulation and casehandling.
- Resolved the highest number of cases for the last eighteen months in post of any casehandler in the financial services section and 615 cases in all.

Commercial Law Consultant : 1987-present

- Advises arbitrators and lawyers on international disputes (including Greenpeace v France) notably on private international and commercial law.
- Wrote scripts and gave interviews for BBC World Service on banking, European, sport and international law issues.

Boston University School of Law, Boston, USA : 1989 - 1990

Research Assistant in international business law to Professor WW Park

Swiss Institute of Comparative Law, Lausanne, Switzerland : 1985 - 1989

Staff Lawyer responsible for the English-speaking world

Provided an advice service to the Swiss Government, courts, arbitrators and private clients on a broad range of topics covering the English-speaking world and dispute resolution worldwide. Published on arbitration and business law worldwide.

- Wrote Jurisdictional Problems in International Commercial Arbitration - A Study of Belgian, Dutch, English, French, Swedish, US and West German Law.
- Delivered lectures to business students and gatherings of lawyers on international litigation and dispute resolution.
- Awarded van Calker Scholarship (1985).

Pupil barrister in international trade and general civil chambers 1983-1985

EDUCATION:

B.A. (Jurisprudence), St. Anne's College, Oxford - 2:1 equivalent 1982
LL.M. Banking Law, Boston University - Outstanding Graduate Prize 1990

QUALIFICATIONS:

Certificate of Financial Administration (Life) 2008
Certificate of Equity Release 2008
CF8 – Long term care insurance 2008
Fellow of the Chartered Institute of Arbitrators 2006
Advanced Financial Planning Certificate 2001
Mortgage Advisers Qualification 1999
Member of English Bar 1983 and New York Bar 1991

PROFESSIONAL ASSOCIATIONS:

Swiss Arbitration Association, American and New York Bar Associations,
Personal Finance Society, Chartered Institute of Arbitrators

LANGUAGES:

French (fluent) German and Hebrew

INTERESTS:

Pub singing with friends, television and radio broadcasting, club standard bridge player, tour guiding, cricket and baseball history