



OFFICE OF THE FINANCIAL SERVICES OMBUDSMAN

Suzanne Roach C.A; M.Sc; B.Sc.
Financial Services Ombudsman

Suzanne's address at opening of the OFSO office in Tobago

Good evening colleagues, it is with great pleasure that I welcome you to the OFSO's new office in Tobago. This has been a long time in coming and we are excited to start serving the citizens of Tobago. Before I go forward I must thank the Governor for pushing us to realize this dream. His continued encouragement has ensured that we continue to exceed. Mr. London, who so graciously provided us with accommodation, advice and support when we first decided to establish an office in Tobago in 2009. And last but not least, Howard and Agnes Webbe, who have been instrumental in helping the OFSO reach the wider population of Tobago and who inevitably put us in contact with Mr. Benjamin, owner and

Address: Central Bank Building, Independence Square, Port of Spain, Trinidad and Tobago
Postal Address: P.O. Box 1250, Port of Spain, Trinidad and Tobago
Telephone: 1 (868) 625-4835/5028 Ext: 2685/2657 Fax: 1 (868) 627-1087
Email: info@ofso.org.tt; Website: www.ofso.org.tt



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operator of Caribana Building. And of course Mr. Benjamin, who ensured that all was in place for this grand opening. Your building is indeed beautiful.

Our move to this location was strategic because we can foresee more citizens coming to our doors for assistance. This new location provides us with more space to accommodate the public and of course the scenic view of the ocean. Who wouldn't want to visit us? Our location is also prime real estate as we share the compound with the Ministry of Legal Affairs, Legal Aid and Advisory Authority, the Auditor General's Department as well as the Office of the Ombudsman of Trinidad and Tobago.



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The OFSO is excited to serve the people of Tobago and we hope that as we open our doors to the public that many more will seek our help in resolving disputes banks, non-banks and insurance companies. Tobagonians have been calling our offices asking for more information, so we are here to help! Our recently concluded Annual Breakfast meeting outlined all the work that the Office has done over the last year including the launch of our website and the OFSO mobile app and now we can add a new Tobago office to our list of accomplishments.

Again, we thank you for celebrating this milestone with us and we look forward to serving the citizens of Tobago.

Thank you.

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