

## LATEST NEWS

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### Office of the Financial Services Ombudsman Opens its Tobago Office



From left: Dr. Alvin Hilaire, Governor; The Honourable Farley Augustine, Chief Secretary and Secretary for Trade and the Economy of the Tobago House of Assembly; Mr. Dominic Stoddard, Financial Services Ombudsman; Ms. Gayle Pazos, President of the Bankers Association of Trinidad and Tobago

On September 15, 2023 the Office of the Financial Services Ombudsman(OFSO) opened its Tobago office to reestablish a presence for the convenience of the Tobago public. This milestone achievement was commemorated with a symbolic ribbon cutting ceremony on location at the Victor E. Bruce Financial Complex, Post Street, Scarborough Tobago.

Mr. Dominic Stoddard, Financial Services Ombudsman expressed his excitement at the fruition of efforts to serve the Tobago Community through the convenience and accessibility of the Victor E. Bruce Financial Complex.

Dr. Alvin Hilaire, Governor emphasized the significance of the endeavor especially with the changing landscape and the realities of cybercrimes. Governor alluded to the occasion being the springboard for Central Bank engagements and activities within Tobago.

Ms. Gayle Pazos, President of the Bankers Association of Trinidad and Tobago (BATT) congratulated the OFSO on this significant milestone and spoke on BATT's commitment to transparency and accountability, increased focus on consumer protection and support for financial inclusion and sustainability.

The Honourable Farley Augustine, Chief Secretary of the Tobago House of Assembly warmly welcomed and endorsed operations of the Office of the Financial Services Ombudsman in Tobago while encouraging Tobagonians to make use of the service.

The office will commence operations from September 27, 2023 and members of the public will be advised of the hours of operation. Services of the Office of the Financial Services Ombudsman will be provided to members of the public at no cost.

Apart from the main office in Port of Spain in the Central Bank Building, the Office also operates in San Fernando on the first and second Friday of each month and Sangre on the first Thursday of each month. These services are accessible during the hours of 9am and 12noon.

For more information on the work of the OFSO, visit its website at [www.ofso.org.tt](http://www.ofso.org.tt) or call 800-4FSO (4376).

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