

**APPOINTMENT LAID BEFORE THE STATES OF DELIBERATION**

**BY THE COMMITTEE FOR ECONOMIC DEVELOPMENT**

APPOINTMENT OF AN ORDINARY MEMBER OF THE OFFICE OF THE  
FINANCIAL SERVICES OMBUDSMAN

In accordance with paragraph 1(2) of Schedule 1 to the Financial Services Ombudsman (Bailiwick of Guernsey) Law, 2014, the following appointment, by the Committee *for* Economic Development, to the Office of the Financial Services Ombudsman, is laid before the States of Deliberation:-

- Ms. Jennifer Carnegie as an ordinary member with effect from 31<sup>st</sup> January 2023.

Ms. Carnegie has been appointed as an ordinary member until 30<sup>th</sup> January 2027.

The States of Deliberation have the power to annul the appointment.

The Committee *for* Economic Development has concluded that Ms. Carnegie is suitable to be an ordinary member of the Office of the Financial Services Ombudsman.

A summarised version of the curriculum vitae of Ms. Carnegie is provided below.

Ms. Jennifer Carnegie

	<b>Position/company:</b>	<b>Dates:</b>
<b>Career:</b>	Director & Chief Operating Officer, Amicus Limited, Jersey & London.	2017-to date
	Chief People Officer, Digicel Caribbean and Central America, Jamaica.	2015-2017
	Co-Founder of Amicus Limited.	2014-2015
	Career Break to raise a family whilst living in Bermuda.	2011-2014
	Global Director of Mars University, Mars, Incorporated.	2006-2011
	European Training & Development Manager, Supply and R&D, Mars, Incorporated.	2003-2005
	Dry Pet Food Industrial Engineer, Mars, Incorporated Germany.	2000-2003
	Shift Manager, Wet Pet Food Manufacturing Plant, Mars, Incorporated UK.	1997-2000
	Various roles as NVQ Advisor and IIP Assessor.	1993-1997
<b>Education:</b>	IoD Diploma & Certificate in Company Direction.	2019
	BA (Hons) Business Studies, Abertay University.	1988-1992
<b>Current/recent</b>	Chair of the Board, Jersey Business Limited.	2021-to date

<b>Non-Executive Directorships</b>	Non-Executive Director (co-opted), Channel Islands Co-operative Society (Chair of the Recruitment & Remuneration Committee).	2018-to date
	President, Jersey Chamber of Commerce.	2019-2022
	Appointments Commissioner.	2015-2021

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FINANCIAL SERVICES OMBUDSMAN

In accordance with paragraph 1(2) of Schedule 1 to the Financial Services Ombudsman (Bailiwick of Guernsey) Law, 2014, the following appointment, by the Committee *for* Economic Development, to the Office of the Financial Services Ombudsman, is laid before the States of Deliberation:-

- Ms. Hayley Vanessa North as an ordinary member with effect from 31<sup>st</sup> January 2023.

Ms. North has been appointed as an ordinary member until 30<sup>th</sup> January 2028.

The States of Deliberation have the power to annul the appointment.

The Committee *for* Economic Development has concluded that Ms. North is suitable to be an ordinary member of the Office of the Financial Services Ombudsman.

A summarised version of the curriculum vitae of Ms. North is provided below.

Ms. Hayley North

	<b>Position/company:</b>	<b>Dates:</b>
<b>Career:</b>	Managing Director & Chartered Financial Planner, Rose & North Limited.	2012-to date
	Managing Director & IFA, Wellers Wealth Management Limited.	2010-2012
	Managing Director & IFA, North Financial Limited.	2008-2012
	Alternative Investment Adviser, Alvine Capital Management Limited.	2007-2008
	US Equity Sales – London & New York, Bank of America.	2005-2007
	Relationship Director (Corporate) – London & Paris, Barclays Bank Plc.	2000-2005
	Project Manager (London/Paris), Capital One.	1999-2000
	Trainee Auditor, Andersen.	1998-1999
<b>Education:</b>	MA & BA (Hons) Modern Languages (French & German) and Social & Political Science 2:1, University of Cambridge.	1994-1998
	A-Level Mathematics, French, German (All Grade A), Bradford Grammar School.	1992-1994
	9 GCSE's (All Grade A), Guiseley School.	1990-1992

<b>Professional Memberships/Qualifications:</b>	Fellow of Personal Finance Society.	2013
	Chartered Financial Planner – Advanced Diploma in Financial Planning.	2012
	Diploma in Marketing (Chartered Institute of Marketing).	2000
<b>Current/recent Non-Executive Directorships</b>	Member of Advisory Group to IA Sectors Committee, Investment Association.	2019-to date
	Patient Advocate & Founder, CDKN2A & Me.	2019-to date
	Member of Personal Finance Society’s London Branch Committee.	2017-2020

**APPOINTMENT LAID BEFORE THE STATES OF DELIBERATION**

**BY THE COMMITTEE FOR ECONOMIC DEVELOPMENT**

APPOINTMENT OF CHAIRMAN OF THE OFFICE OF THE  
FINANCIAL SERVICES OMBUDSMAN

In accordance with paragraph 2(2) of Schedule 1 to the Financial Services Ombudsman (Bailiwick of Guernsey) Law, 2014, the following appointment, by the Committee *for* Economic Development, to the Office of the Financial Services Ombudsman, is laid before the States of Deliberation:-

- Mr. Antony John Townsend as Chairman with effect from 31<sup>st</sup> January 2023.

Mr. Townsend has been appointed as Chairman until 30<sup>th</sup> January 2026.

The States of Deliberation have the power to annul the appointment.

The Committee *for* Economic Development has concluded that Mr. Townsend is suitable to be Chairman of the Office of the Financial Services Ombudsman.

A summarised version of the curriculum vitae of Mr. Townsend is provided below.

Mr. Antony Townsend

	<b>Position/company:</b>	<b>Dates:</b>
<b>Career:</b>	Independent Investigator, House of Commons.	2020-to date
	Financial Regulators Complaints Commissioner.	2014-2020
	First Chief Executive, Solicitors Regulation Authority.	2006-2014
	Chief Executive of General Dental Council.	2001-2006
	Director of Education and Standards (and previously Head of Health, Head of Conduct, and Head of Standards), General Medical Council.	1991-2001
	Grade 7 (and previously HEO(D) and Administration Trainee), Home Office.	1980-1990
<b>Education:</b>	BA, English Language and Literature, Oxford University.	1976-1979
<b>Current/recent Non-Executive Directorships</b>	Ordinary Member, Office of the Financial Services Ombudsman.	2022-to date
	Deputy Board Chair and Chair of Scrutiny Committee, the Professional Standards Authority for Health and Social Care.	2015-to date
	Chair, Determinations Panel of the Pensions Regulator.	2021-to date
	Chair, SME Liaison Panel, Business Banking	2021-to date

	Resolution Service.	
	Chair, Independent Review Panel, NHS England.	2020-to date
	Chair, Strategic Advisory Board, Bar Tribunals and Adjudication Service, Council of the Inns of Court.	2020-to date
	Member, Determinations Panel of the Pensions Regulator.	2018-2021
	Member, UK and Ireland Regulatory Board of the Royal Institute of Chartered Surveyors.	2015-2020
	Chair, UK and Ireland Regulatory Board of the Royal Institute of Chartered Surveyors.	2013-2020
	Chair, Regulations Board of Association of Chartered Certified Accountants.	2013-2019
<b>Voluntary work:</b>	Director, Ombudsman Association.	2018-2020
	Member, Board of Trustees, South Warwickshire Citizens Advice.	2014-to date