



Print from the website of the AMF

07 November 2018

Marielle Cohen-Branche is reappointed as AMF Ombudsman for a further three-year term

After consultation with the Board and on appointment by AMF Chairman Robert Ophèle, Marielle Cohen-Branche will start her third term as Ombudsman on 12 November 2018.

In 2011 the AMF strengthened its role as a regulator in investor compensation by appointing an Ombudsman, reporting directly to the Chairman and assisted by a dedicated team. Marielle Cohen-Branche thus began her first term as Ombudsman.

With the European directive on the alternative resolution of consumer disputes having entered into force in France on 1 January 2016, on 13 January of the same year Marielle Cohen-Branche became the first ombudsman authorised by the French consumer mediation regulatory and supervision authority, CECMC. The Ombudsman herself was henceforth responsible for the mediation duties of the AMF, previously assigned to the institution. Marielle Cohen-Branche was reappointed in November 2015 for a further three-year term as the sole public ombudsman for the handling of consumer finance disputes. That three-year period having come to an end, her term has now been renewed.

Presenting her 2017 annual report in May, Marielle Cohen-Branche addressed a key point in her mediation work: the strong and continuous acceptance of the recommendations issued (96%), year after year, reflecting the general satisfaction of both parties, investors and professionals alike.

This point illustrates the degree of the Ombudsman's success in her primary role of

resolving disputes amicably and definitively, regardless of whether the opinion is favourable or unfavourable. Marielle Cohen-Branche intends to pursue this mission in her new term.

Marielle Cohen-Branche was a judge on special assignment to the Court of Cassation with responsibility for banking and financial law from March 2003 to January 2011. She was also a member of the AMF Enforcement Committee during the same period. She was appointed as AMF Ombudsman in November 2011 for a three-year term. She had previously worked for 25 years as a legal expert in the banking industry. She was a member of the Banking Mediation Committee chaired by the Governor of the Banque de France, responsible for supervising the independence of banking mediators from 2003 to 2011. Marielle Cohen-Branche is also a member of the World Bank International Administrative Tribunal. She is an Officer of the Legion of Honour and an Officer of the National Order of Merit. Every month, she analyses a real-life mediation case in her "Journal de Bord" blog. The blog is published in the Ombudsman's area of the AMF website, providing insight into this free public service for investors.

About the AMF

The AMF is an independent public authority responsible for ensuring that savings invested in financial products are protected, that investors are provided with adequate information and supervising the orderly operation of markets. Visit our website <https://www.amf-france.org>


Press contact:

AMF Communication Directorate - Caroline Richard - Tel: +33 (0)1 5345 6039 or +33 (0)1 5345 6028

Keywords

APPOINTMENT

ON THE SAME TOPIC

 [Subscribe to our alerts and RSS feeds](#)

ARTICLE AMF ACTIVITY

18 May 2022

Our Social Responsibility



ARTICLE AMF ACTIVITY

28 April 2022

Our Governance



AMF NEWS RELEASE

APPOINTMENT

28 April 2022

Appointments in the Investigations Directorate and the Asset Management Directorate



Legal information:

Head of publications: The Executive Director of AMF Communication Directorate. Contact: Communication Directorate – Autorité des marchés financiers 17 place de la Bourse – 75082 Paris cedex 02