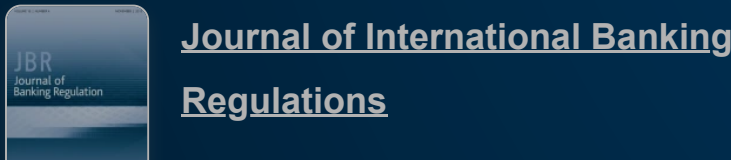


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# A comparative analysis of the financial ombudsman systems in the UK and Japan

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Although both countries have a single financial regulatory system, the approaches taken to consumer protection are different — and rightly so. The notion of vigorous consumer protection for financial consumers is a relatively novel concept for both countries, which have tended to deal with problems on an ad hoc basis. The various issues which have arisen from these redress mechanisms are discussed here.



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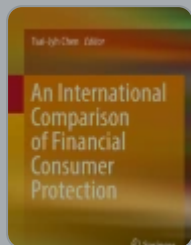
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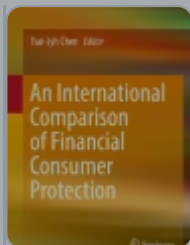
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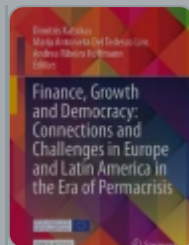
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