

PERSONAL INFORMATION

Louise CHAN

Director
CLLC Dispute Resolution Services Limited
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EXECUTIVE SUMMARY

Ms. Louise Chan is an all-rounded banker and had worked for a few major multi-national banks.

During her years in the financial services sector, Louise rotated and worked in different areas, including frontline, product development and back-office operations. She had accumulated wealth of knowledge and experience in banking operations, wealth management products, sales process, customer service and customer disputes handling, and had successful track-record on developing and implementing a wide range of segmentation, customer experience / service enhancement and process re-engineering strategy with the aim to increase customer satisfaction and profitability.

With her practical working experience and professional qualifications in financial planning, Louise has excellent understandings on financial planning, selling process of investment and insurance products, consumers, and the latest development and the dynamics of the market.

Louise is legally trained and is a CEDR (Centre for Effective Dispute Resolution) Accredited Mediator and a Certified Financial Planner^{CM}. She is listed on the mediator panel list of Hong Kong Institute of Arbitrators. She is also Member of International Chamber of Commerce – Hong Kong, China, Member of Hong Kong Standing Committee on Arbitration (ICC-HK), Member of The Hong Kong Institute of Bankers and Member of Institute of Financial Planners of Hong Kong.

EDUCATION

Master of Laws

LANGUAGES

English, Cantonese, Mandarin

AREAS OF SPECIALIZATION

Extensive experience in the following fields / areas:

- Banking & Financial Services
 - Organization Management & Human Resources
 - Customer Complaint Management
 - Marketing Services & Contract Management
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MEMBERSHIP IN PROFESSIONAL BODIES

Centre for Effective Dispute Resolution (“CEDR”) Accredited Mediator

Panel Mediator of Hong Kong Institute of Arbitrators

Member of International Chamber of Commerce – Hong Kong, China (“ICC-HK”)

Member of Hong Kong Standing Committee on Arbitration, ICC-HK

Member of The Hong Kong Institute of Bankers

Certified Financial Planner^{CM}

Member of Institute of Financial Planners of Hong Kong

PAPERS

Mediation Programme for the Resolution of Financial Disputes and the Set Up of the Financial Dispute Resolution Centre in Hong Kong

Insurance Law: Reforming the Laws on Pre-Contractual Disclosure and Representations in Hong Kong

Social Capital as One of the Products of Effective Negotiation

Winning Stories: Corporate Governance in Family Business in Asia

Judicial Reform for the Rising China

Should the Chinese Judiciary be Reformed by Way of Western Legal Transplants or by a Gradual Development of Chinese Traditions?

TALK DELIVERED

Talk at Rotary Club of Causeway Bay – Give Harmony a Chance: How to Solve Disputes Effectively by Using Alternative Dispute Resolution
