

Supplementary Materials

Click on the pages below for panel background information, membership lists and bios, and other helpful resources. Please note that the level of detail varies.

EXAMPLES OF CONSUMER ADVISORY PANEL WEBSITES	
Authority / advisory panel	Domain or focus area
Australian Competition and Consumer Commission Consumer Consultative Committee	Competition / Fair trade regulator
Australian Communications and Media Authority Consumer Consultative Forum	Telecommunications regulator
Australian Financial Complaints Authority Consumer Advisory Panel	Complaints authority / Ombudsman
Australian Securities and Investments Commission Consumer Consultative Panel	Financial sector regulator
Autorité des Marchés Financiers (Quebec) Financial Products and Services Consumer Advisory Committee	Financial sector regulator
Central Bank of Ireland Consumer Advisory Group	Central Bank / Financial sector regulator
The Consumer Council of Northern Ireland	Statutory body
European Commission Financial Services User Group	Statutory body
European Banking Authority Banking Stakeholder Group	Statutory body
Financial Consumer Agency of Canada Consumer Protection Advisory Committee	Financial conduct regulator
Financial Services Regulatory Authority of Ontario Consumer Advisory Panel	Financial sector regulator
Nigeria Communications Commission Industry Consumer Advisory Forum (no webpage)	Telecommunications regulator
UK Financial Conduct Authority Financial Services Consumer Panel	Financial conduct regulator
US Consumer Financial Protection Consumer Advisory Board	Financial conduct regulator
US Federal Deposit Insurance Corporation Advisory Committee on Economic Inclusion (ComE-IN)	Financial sector regulator / Deposit insurer

EXAMPLES OF LAWS ESTABLISHING A PANEL

Australian Communications and Media Authority

Consumer Consultative Forum

[Australian Communications and Media Authority Act 2005](#) (Section 59)

Central Bank of Ireland

Consumer Advisory Group

[Central Bank Reform Act 2010](#) (Section 18E)

European Banking Authority

Banking Stakeholder Group

[Regulation \(EU\) No 1093/2010 of the European Parliament and of the Council of 24 November 2010 establishing a European Supervisory Authority \(European Banking Authority\) amending Decision No 716/2009/EC](#) (Article 37)

European Commission

Financial Services User Group

[Commission Decision 2010/C 199/02 of 20 July 2010 setting up a Financial Services User Group](#)

Financial Conduct Authority (UK)

Financial Services Consumer Panel

[Financial Services and Markets Act 2000](#) (Part 1A, Chapter 1, Section 1Q)

Financial Sector Conduct Authority (South Africa)

Consumer Advisory Panel

[Financial Sector Regulation Act, 2017](#) (Section 283)

Nigerian Communications Commission

Industry Consumer Advisory Forum

[Nigerian Communications Act 2003](#) (Section 106, sub-section 1)

The Consumer Council (Northern Ireland)

[The General Consumer Council \(Northern Ireland\) Order 1984](#)

EXAMPLES OF TERMS OF REFERENCE AND CHARTERS

Australian Communications and Media Authority

Consumer Consultative Forum

[Terms of Reference](#)

Consumer Financial Protection Bureau (US)

Consumer Advisory Board

[Charter](#)

Federal Deposit Insurance Corporation (US)

Advisory Committee on Economic Inclusion (ComE-IN)

[Charter](#)

Financial Consumer Agency of Canada

Consumer Protection Advisory Committee

[Terms of Reference](#)

Financial Conduct Authority (UK)

Financial Services Consumer Panel

[Terms of Reference](#)

European Commission

Financial Services User Group

[Rules of procedure](#)

Financial Services Regulatory Authority of Ontario (Canada)

Consumer Advisory Panel

[Terms of Reference](#)

The Consumer Council (Northern Ireland)

[Terms of Reference](#)

EXAMPLES OF MEMBER RECRUITMENT MATERIALS

Consumer Financial Protection Bureau (US)

Consumer Advisory Board

[Call for applications](#)

European Banking Authority (EU)

Banking Stakeholder Group

[Call for expressions of interest](#)

[Online application form](#)

Financial Sector Conduct Authority (South Africa)

Consumer Advisory Panel

[Call for applicants](#)

Financial Services Regulatory Authority of Ontario (Canada)

Consumer Advisory Panel

[Call for applicants](#)

EXAMPLES OF MEETING MATERIALS

Central Bank of Ireland

Consumer Advisory Group

[Meeting minutes](#)

Consumer Financial Protection Bureau (US)

Consumer Advisory Board

[Agendas, meeting minutes, transcripts, videos](#)

European Banking Authority (EU)

Banking Stakeholder Group

[Meeting minutes](#)

European Commission

Financial Services User Group

[Agendas, meeting minutes](#)

Federal Deposit Insurance Corporation (US)

Advisory Committee on Economic Inclusion (ComE-IN)

[Agenda, meeting minutes, transcripts](#)

Financial Services Regulatory Authority of Ontario (Canada)

Consumer Advisory Panel

[Meeting minutes](#)

EXAMPLES OF STAND-ALONE ANNUAL REPORTS

Consumer Financial Protection Bureau (US)

Consumer Advisory Board

[Annual Report](#) (appears these were discontinued after 2017)

European Commission

Financial Services User Group

[Annual report](#)

Financial Conduct Authority (UK)

Financial Services Consumer Panel

[Annual report](#)

Financial Consumer Agency of Canada

Consumer Protection Advisory Committee

[Annual Report](#)

Financial Services Regulatory Authority of Ontario (Canada)

Consumer Advisory Panel

[Annual report](#)

The Consumer Council (Northern Ireland)

[Annual report](#)

EXAMPLES OF EMBEDDED ANNUAL REPORTS

Australian Financial Complaints Authority

Consumer Advisory Panel

[Annual report](#) (p.116)

Australian Competition and Consumer Commission

Consumer Consultative Committee

[Annual report](#) (p.95)

Australian Securities and Investments Commission

Consumer Consultative Panel

[Annual report](#) (p. 214)

Autorité des Marchés Financiers (Quebec, Canada)

Financial Products and Services Consumer Advisory Committee

[Annual report](#) (Annex 5, p.116, French only)

Central Bank of Ireland

Consumer Advisory Group

[Annual Report](#) (p.33)

Federal Deposit Insurance Corporation (US)

Advisory Committee on Economic Inclusion (ComE-IN)

[Annual report](#) (p.60)
