

WORKSHOP II
CONSUMER VULNERABILITY



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Michael Chapman is a Senior Policy Expert in the Directorate for Financial and Enterprise Affairs of the Organisation for Economic Co-operation and Development (OECD). He is responsible for financial consumer protection projects, including the G20 work on developing effective approaches to support the implementation of the High-Level Principles on Financial Consumer Protection. He provides secretariat support to the G20/OECD Task Force on Financial Consumer Protection and FinCoNet, an international organisation of supervisory authorities which has responsibility for financial consumer protection, established in 2013.

Previously he ran his own advisory consultancy specialising in financial capability and financial inclusion policy. He spent three years as a member of the UK Financial Services Consumer Panel. In the past he has been Director of the Scarman Trust in Scotland, Associate Director of the Centre for Research into Socially Inclusive Services, Financial Inclusion Officer for the City of Edinburgh, Senior Research Officer at the Scottish Office and Lecturer in urban and regional economics at the School of Planning and Housing, Heriot Watt University.