

## **Jennifer Lygren**

GRC Audit – Investigations – ADR Engineering

Financial Services Ombudsman (FINSOM)

Ms Lygren holds a degree in Business Administration with an emphasis on Marketing, a Master in Economic Crime Investigation and a Certificate in Mediation. She has worked several years in the banking and financial services sector as an internal auditor and compliance officer.

She possesses very good knowledge of financial market regulations and over 10 years experience evaluating and advising financial institutions on governance, risk management and control with an emphasis on operational risk management. Ms Lygren specializes in operational risks related to financial crime, compliance, psychosocial health, litigations and human factors.

Passionate about alternative dispute resolution (ADR), since August 2018 she is co-founder and Director of FINSOM, an association of public utility created to assist the para-banking sector of Switzerland in creating a mediation body under the new Financial Services Act (FinSA).