

HELEN LEE WALT

B.COM., LL.B., LL.M.

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PROFILE

- Qualified with a Bachelor of Commerce Degree, Bachelor of Laws Degree, and a Master of Laws Degree specializing in Alternative Dispute Resolution
- Part of two panels of experts that provide mediation services to resolve disputes unique to the insurance industry
- Senior management experience in a start-up internet company in the alternative dispute resolution field
- Experience in the financial services industry, in particular with banks, investment dealers and insurance companies; and familiar with trading practices in different jurisdictions including Canada, United States and United Kingdom
- Experience in the negotiating of agreements and documentation; and developing and implementing policies and procedures

EMPLOYMENT HISTORY

2019 to
present

MEDIATOR

ADR Chambers, Toronto, Ontario

- Mediate a wide range of disputes including personal injury, insurance and commercial

2002 to
present

MEDIATOR

Yorkstreet Dispute Resolution Group, Toronto, Ontario

- Mediate disputes unique to the insurance industry
- Mediate a variety of disputes through the Ontario Mandatory Mediation Program

2000 to 2001

ASSISTANT VICE-PRESIDENT

Cybersettle.com, Inc., Toronto, Ontario

- Provide leadership and direction to three Canadian Regional Directors and four staff responsible for sales and marketing
- Registered 82% of the Canadian Property and Casualty insurance market share and over 500 plaintiff law firms since the company's inception in Canada in September 1999
- Actively enhance visibility of Canadian operations through presentations to both the legal and insurance industries as well as media interviews, including: coordinating presentation to Ontario Trial Lawyers Association Board of Directors resulting in the endorsement of Cybersettle; Presentation at the Arbitration & Mediation Institute of Canada Annual ADR Conference; and articles appearing in Law Times and Workplace News
- Establish and implement a strategic marketing plan, primarily for plaintiff counsel, and develop and enhance existing relationships with all clients
- Responsible for the day to day operations including administrative functions; human resource issues; media communications; legal and tax issues
- Making recommendations and establishing standard, policies and goals for the Canadian entity that are consistent with Cybersettle.com, USA resulting in ongoing

communication with corporate head office dealing with issues including: tax identity of Canadian entity; implementing a pricing model for Canadian corporation; and dealing with cross-border work situations

1999 to 2000 **SENIOR REGIONAL DIRECTOR**

Cybersettle.com, Inc., Toronto, Ontario

- Launched Cybersettle, the first online dispute resolution company, in Canada and opened offices in Toronto, Montreal and Vancouver
- Presentations to insurance companies, corporations, legal institutions, government and other entities to introduce and implement Cybersettle dispute resolution services in their respective organizations
- Worked with external counsel and tax specialists to assess and establish standards for the Canadian entity; evaluated and negotiated agreements and legal documents for the Canadian entity; and implemented administrative procedures for start-up company
- Part of the team that developed and implemented a business plan as well as a sales and marketing strategy specific to Canadian insurance and legal industries
- Trained and assisted clients in the use of the Cybersettle dispute resolution system; followed up and evaluated the outcome of cases entered; worked with sponsors and plaintiff counsel to improve engagement and settlement rates and introduce initiatives; and acted as liaison between clients and Cybersettle ensuring customer service/satisfaction

1994-1999 **ASSISTANT MANAGER, Institutional Risk Management & Client Policy**

Scotiabank, Treasury, Risk Management & Control, Toronto, Ontario

- Ensured acceptable domestic and international institutional trading for the brokerage (ScotiaMcLeod Inc.) through the initiation, evaluation and negotiation of institutional documentation, including repurchase agreements, securities loan agreements, call loan agreements, margin account agreements and OTC bond option agreements
- Worked with external counsel and tax specialists to assess and establish standards for institutional documentation
- Advised on the implications of standard and non-standard documentation, and recommended modifications as required in order to mitigate risk and legal exposure
- Within the framework of risk management, developed credit and documentation policy based on financial market trends and changes in institutional products
- Analyzed the financial position of institutional counterparties and recommended appropriate credit lines

EDUCATION

1997-1999 **Osgoode Hall Law School, University of York, Toronto, Ontario**

Graduated Master of Laws (LL.M.) Specializing in Alternative Dispute Resolution, June 1999

1996 **Canadian Securities Institute, Toronto, Ontario**

Completed Canadian Securities Certificate with Honours

1990-1992 **University of the Witwatersrand, Faculty of Law, Johannesburg, South Africa**

Graduated Bachelor of Laws (LL.B.), December 1992

1987-1990 **University of the Witwatersrand, Faculty of Commerce, Johannesburg, South Africa**

Graduated Bachelor of Commerce (B.Com.), December 1990

OTHER ACHIEVEMENTS

- 2020 Member of the Canadian Academy of Distinguished Neutrals
- 2020 ADR Workshop, University of Windsor, Faculty of Law and the Stitt Feld Handy Group
- 2005-2014 Roster Mediator for Ontario Mandatory Mediation Program
- 1998 LL.M. Practicum (3 months), Ministry of Commercial & Consumer Relations: Needs assessment, analysis and design of dispute resolution systems for Consumer Services Bureau
- 1998 Intensive Mediation Certificate, Osgoode Hall Law School at York University
- 1992 Legal Aid Clinic, University of the Witwatersrand: Legal counseling for the indigent
- 1987-1990 Awarded Premier Milling Ltd. Scholarship