

## Executive Committee



### 1 Robert Bailhache

#### Director of Communications

"Bringing a single, clear and consistent voice to what we say to all audiences, saving time and aiming to prove the shared interests of our customers, our people and our shareholders"

#### Appointment

Rob joined as Director of Communications in February 2012.

#### Experience and qualifications

Rob has 20 years' experience in international capital markets as a communications specialist and financial journalist. Rob was previously a Managing Director and Head of Group Press Office at HSBC Holdings. Prior to this he was Managing Director, Financial Services and a Partner of Financial Dynamics, a subsidiary of FTI Consulting Inc. Rob began his career in business media where he held senior journalist roles in the UK and Asia. Rob is a graduate of the University of Nottingham where he gained a Bachelor of Arts (Honours) in Politics and the University of London where he gained a Master of Arts in South Asia Studies. He holds a Certificate in Investor Relations awarded by The Investor Relations Society.



### 2 Jamie Brown

#### Managing Director of International

"Targeting the delivery of core corporate growth and profit as well as aiming to deliver a sustained increase in shareholder value"

#### Appointment

Jamie joined the Group in 1997.

#### Experience and qualifications

Jamie joined as part of the Motor team, initially setting up Direct Line Rescue. In 1999, he was responsible for the acquisition and integration of Green Flag. In 2001, he moved to Italy to lead the development of the Direct Line business in that market, and in 2007 took broader responsibility across the Group's other European businesses. Previously Jamie followed a career both inside and outside the insurance industry in the UK and overseas. He is a Chartered Accountant and has spent six years in the accountancy profession, 24 years in the insurance industry with AIG, Churchill and Direct Line and six years in other industries.

### 3 Darrell Evans

#### Chief Customer Officer

"Aiming to improve our customer experience across all our channels, by making it easy for our customers to do business with us"

#### Appointment

Darrell joined the Group in October 2009.

#### Experience and qualifications

Before his current role, Darrell was Managing Director, Sales, Services and Partnerships. Prior to this, he was Director of Products at RBS Group before assuming responsibility for mortgage brands and the retail telephony centres at the retail bank at RBS Group. Darrell began his career with RBS Group when he joined NatWest in 1986 where he undertook a variety of strategy, finance, marketing and product management roles. Darrell holds an MBA from Aston Business School.



### 4 Sara Gomez

#### Group Human Resources Director

"Ensuring that we have capable and engaged people to deliver the business strategy, both now and in the future"

#### Appointment

Sara joined the Group in March 2007 and became Group Human Resources Director in May 2013.

#### Experience and qualifications

Previously, Sara worked in a number of different industries from retail, to travel to financial services, including M&S, TUI and RBS/Direct Line Group. The early part of her career was in commercial and sales management, giving a broad general management and leadership background. She worked in management development culminating in a role as Head of Learning for First Choice Holidays. In 2008, she moved into generalist HR and her route to her current role has been through HR Business Partnering in a wide range of functions within Direct Line Group.

### 5 Jonathan Greenwood

#### Managing Director of Commercial

"Focusing on the micro and SME sector, where we have a long history, allows us to leverage Group assets such as geospatial risk mapping and the claims systems and processes"

#### Appointment

Jonathan joined the Group in 2001.

#### Experience and qualifications

Previously, Jonathan held various senior Group positions in Personal Lines and Partnership divisions including Managing Director Home and Product and Pricing Director Partnerships. Immediately prior to joining the Group, Jonathan was Vice President of Insurance for MBNA Europe and prior to that General Manager for a joint venture between Commercial Union and BNP Paribas. Jonathan started his career at Halifax Building Society, later HBOS, where he held a variety of senior product and operational roles in the general insurance division.



## 6 Steve Maddock

### Managing Director of Claims and Business Services

"Aiming to achieve upper quartile claims cost performance and maximise value for our shareholders, while providing exceptional service to our customers"

#### Appointment

Steve joined as Managing Director of Claims in February 2010.

#### Experience and qualifications

Previously, Steve held the position of Director of Strategic and Technical Claims at RSA, a role he assumed in 2004. He has over 20 years' insurance industry experience, including roles as Director of Claims and Customer Service at Capita and Director of Operations at AMP. Steve holds an MBA from the University of Reading and is a Non-Executive Director of the Motor Insurers' Bureau and the Insurance Fraud Bureau.

## 7 Angela Morrison

### Chief Information Officer

"Providing a value driven, easy and reliable experience for our customers and employees, which meets their ever increasing digital needs within a clear regulatory framework"

#### Appointment

Angela became Chief Information Officer ("CIO") in 2010.

#### Experience and qualifications

Prior to her current role, Angela was CIO at J Sainsbury's and a member of their Operating Board. She previously worked for ASDA / Wal-Mart where she held a number of roles including European Strategy Director, CIO through the ASDA / Wal-Mart integration and e-Commerce Director which included establishing ASDA's home grocery business. Angela started her career as a consultant and holds a degree in Electrical and Electronic Engineering from the University of Bristol.

## 8 Humphrey Tomlinson

### General Counsel and Company Secretary

"Providing governance, company secretarial, legal risk management and other legal advice and services to the Board, the Executive and the Group"

#### Appointment

Humphrey joined the Group in November 2011.

#### Experience and qualifications

Humphrey is a solicitor with over 20 years' experience including advising on corporate and commercial matters, a wide range of corporate transactions in the UK and internationally, legal risk management and corporate governance issues, with RSA, where he was Group Legal Director, and City law firm Ashurst Morris Crisp. He is a graduate of the University of Oxford.

## 9 José Vazquez

### Chief Risk Officer

"Continuing to provide risk management leadership to support strong commercial performance and good customer outcomes"

#### Appointment

José joined as Chief Risk Officer in March 2012.

#### Experience and qualifications

José was previously Global Chief Risk Officer at HSBC Insurance, where he had responsibility for the Group Chief Actuary, and was a Board member of its captive insurance company. Prior to joining HSBC, José held various roles over 10 years at Zurich Insurance, initially in London Market Operations, then as Chief Actuary International Business Division and finally as Chief Actuary of the UK. José started his career as a consulting actuary, including six years as a consultant with KPMG in London where he worked on a wide range of domestic and European engagements. José is a Maths graduate from Brunel University and a Fellow of the Institute of Actuaries.

## 10 Thomas Woolgrove

### Managing Director of Personal Lines

"Continuing to drive improved value from our UK personal lines' franchise, meeting the needs of, and deepening relationships with, our customers"

#### Appointment

Tom joined as Managing Director, Personal Lines in April 2010.

#### Experience and qualifications

Tom previously held various Managing Director roles with HBOS and Lloyds Banking Group, including UK Private Banking, General Insurance and Motor Finance. Before that, he was a strategy consultant with Gemini Consulting, part of the Capgemini Group, and a graduate engineer with Rolls-Royce Aerospace. He was elected President of the Chartered Insurance Institute in July 2013 and is a member of the ABI General Insurance Committee. Tom holds a Masters Degree in Engineering and Management from the University of Oxford, and an MBA from the University of Chicago, Booth School of Business, where he was a Fulbright Scholar.