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Lowell announces changes to UK Leadership Team

Lowell, the leading UK credit management services company, has announced two changes to its UK leadership team.

Kathryn Morgan joins Lowell as UK Customer Operations Director and Nick Ollard becomes UK Client Director, both join the UK Exco and report to UK Managing Director, John Pears.

Kathryn has a long and broad career in senior positions within the financial services industry, most recently with Royal Bank of Scotland where she was Head of Personal Banking Risk Oversight. Before that, Kathryn spent 15 years in a variety of senior roles with Virgin Money/CYBG PLC, including Head of Customer Banking Enablement, where she was responsible for ensuring customer-focused strategy and operations delivery.

Nick Ollard, who joined Lowell in 2018 from TDX, has assumed full responsibility for all of Lowell's UK client-related operations in the newly created role of UK Client Director. This move sees Nick promoted to the UK Exco and brings together his previous role of Commercial Director with that of Director of Client Experience. He and his team will now be responsible for the entire end-to-end client experience: from sales and transaction management through to ongoing client care and oversight.

John Pears, UK Managing Director, commented:

"I am very pleased to welcome Kathryn to the Lowell team. Bringing someone of Kathryn's quality and experience into the business is a sign of both our desire and commitment to the continual improvement of our customer experience.

"Equally, I am delighted for Nick, this promotion is recognition of the work he has done and the results he has delivered in his time with Lowell. There is no better person to be our UK Client Director and drive this area forward.

"Nick and Kathryn will add strength to the UK Exco and will have pivotal roles in us developing our Client and Customer propositions. I wish them both every success in their new roles."

For further information please contact:

Jason Clarke
Head of External Communications, UK & Corporate
Jason.clarke@lowellgroup.co.uk
07768 260 293

About Lowell

Lowell is one of Europe's largest credit management companies with a mission to make credit work better for all. It operates in the UK, Germany, Austria, Switzerland, Denmark, Norway, Finland and Sweden. Lowell's unparalleled combination of data analytics insight and robust risk management provides clients with expert solutions in debt purchasing, third party collections and business process outsourcing. With its ethical approach to debt management, Lowell always looks for the most appropriate, sustainable and fair outcome for each customer's specific circumstances. Lowell was formed in 2015 following the merger of the UK and German market leaders: the Lowell Group and the GFKL Group. In 2018, Lowell completed the acquisition of the Carve-out Business from Intrum, which has market leading positions in the Nordic region. It is backed by global private equity firm Permira and Ontario Teachers' Pension Plan. For more information on Lowell, please visit our investor website: <http://www.lowell.com>