

## Curriculum Vitae – Roger Alexander

### Overview

I am a highly-experienced insurance professional with well over 40 years in the industry, handling almost all types of life and general insurance.

Most recently I was a Product Manager at MetLife, one of the largest insurance groups in the world, where I was totally responsible for the management of product and business relationships involving not only domestic UK partners but also a range of international reinsurance arrangements.

During my career, I have developed a strong range of skills and competencies in the following areas –

Strategy and Business Development – I have worked closely with a wide range of partners to develop and deliver product and distribution strategies with creating targets/business plans both in isolation and via strategic working parties and partnership discussions.

I have been an integral part of generating corporate strategies within my own companies and have played a leading role in major strategic product reviews in both RSA and MetLife. In each case, working parties operated over a period of weeks to assess and re-evaluate the strategic direction of the business and to chart a future for both growth and partnership development.

Financial – my responsibilities have encompassed full P&L accountability, including the setting of budgets and targets at both business and client level. In my time at MetLife, all my total revenue and profitability targets were exceeded every year. Constant reviews were completed with the process covering detailed assessments of all factors impacting profitability, from sales and retention statistics to claims and expenses.

Communication Skills – most of the last twenty years has been based on my management of extensive client and partner relationships both in UK and internationally. This has required me to demonstrate high levels of communication skills using face to face, written and telephone contact.

I have also developed and delivered many training modules and presented on a range of topics at a number of industry conferences.

I have also been part of, and chaired, several industry committees, trade associations and Government backed working parties. These positions have required me to build and maintain close working relationships with a wide range of parties who often have very different vested interests.

*Influencing Skills* – my roles as a product and relationship manager have involved the need to encourage various teams to work together to provide efficient and beneficial outcomes for all parties involved but especially for the end consumers.

This has often involved the development of new or amended processes or the appointment of new operational providers. These have required an internal acceptance of both the need to work together and to accept potential operational limitations of different companies as well as encouraging providers to improve their systems to meet exacting diligence requirements.

*Technical Skills* – as would be expected of someone with over 40 years' experience in one industry, I have grown to be highly proficient in my field, to the extent that I was widely regarded as a market expert in my field. This also required me to become closely familiar with all the legal, regulatory and compliance aspects affecting my business.

Most of the business I managed with MetLife was international inwards reinsurance from not only Europe but also the Middle East and Australia Pacific regions. This required not only a sound knowledge of reinsurance practice but also the regulatory requirements for this type of arrangement in a number of overseas countries.

*Legal and Regulatory* - Insurance is highly regulated business in which I have needed to not only know the regulations but on occasions, engage with regulators to influence how rules should evolve and be applied. I have also been very much a focal point for my own business in explaining the background, impact and implications of a new or amended regulatory environment.

My role also included drafting and completing a number of distribution and reinsurance contracts as well as involvement in key projects to deliver several FSMA Part VII Portfolio Transfers.

*Operational and Process Efficiency and Audit* – as well as managing various operational teams, I have needed to develop detailed understandings of both internal and external processes, to ensure they work in harmony and provide seamless operational efficiency for the end customer. This has also involved me in operational audits to establish whether processes are compliant and give the optimum outcome.

The evaluation of service standards and complaint data has been crucial to the assessment of operational performance as well as meeting regulatory obligations

*Risk Management* – clearly insurance is a risk centred industry however I also aided in the creation of programmes to identify, analyse and mitigate wider business risks under a range of headings such as physical, financial, regulatory and operational risks – headings which will be common-place to almost any organisation.

I played a full role in establishing and regularly reviewing the risks and the company's progress to alleviating them, as well as identifying new or developing risks.

## **Employment History**

- Product Manager, MetLife Europe Limited - November 2006 to December 2015 – total management of portfolio of insurance and reinsurance for UK and overseas Life, Accident and Health products
- Product Manager, First Assist Group Limited, Purley (management buy-out from RSA) - March 2003 to November 2006 – overall product management of portfolio of Credit Life and Travel products
- Account Manager, Royal and Sun Alliance, Plymouth and Horsham - November 1994 to March 2003 – relationship management of portfolio of Credit Life products with a range of UK banks, building societies and catalogue companies
- Assistant Technical Manager, NatWest Insurance Services, Bristol - February 1987 to November 1994 - operational management for a range of packaged commercial schemes and latterly running claims teams handling Credit Life products
- Senior Underwriter, Ecclesiastical Insurance, Gloucester - May 1985 to February 1987- technical underwriting of a range of household insurance products
- Senior Underwriter, Iron Trades Mutual, Ealing - February 1984 to May 1985 – technical underwriting of commercial property and liability products
- Life/General Insurance Consultant, Brian Neal Ltd, Irthlingborough - January 1983 to February 1984 – direct sales of life and mortgage protection products
- Senior Technical Officer, Guardian Royal Exchange, Bedford/Watford - August 1973 to January 1983 – underwriting of motor and commercial property products

## **Personal Details**

Full name	Roger Alexander
Address	Moulin D'Eyrieau, La Charpentiere, 47120, Loubes Bernac, Lot et Garonne, France
Telephone number	(+0033) 553 640589
Date of Birth	21/06/1957
Marital Status	Married with two children aged 30 and 28
Education/ Qualifications	Stratton Grammar School, Biggleswade, Bedfordshire  5 "O" levels – Maths, English Language, English Literature, Geography, Technical Drawing
Interests/Hobbies	Music, sport, gardening, swimming, golf and DIY