Curriculum Vitae
Lynzi Harrison

MSc, PG FS dip (Oxford), FCMA, CGMA, MCIPD, MCSI, CXPA

Location: London/South Coast
Email: lynziharrison21@gmail.com Contact: Tel: 07834 499549

Non-Executive Director & Consumer Duty Champion

An experienced and award-winning C suite leader with a diverse portfolio of experience and skills gained over 25 years of working in large corporates and mutual/friendlies at Board Level and in FCA/PRA approved roles.

Previous C suite Executive roles have included Managing Director, Chief Operating Officer, Customer Champion, Head of Group Finance, Member of the With Profits Committee, Pensions Trustee Director, Chair of the Investment Committee and Chair of the Strategic Change Committee.

A qualified Customer Experience, Finance, HR, Risk, Investment professional and an LGBGT Great Role Model and recently a UK UN Ambassador for Women.

Currently an independent Non-Executive Director, Chair of Nomination & Remuneration Committee, Consumer Duty Champion, and Member of the Audit & Risk Committee

KEY SKILLS

- ✓ Non-Executive Director
- ✓ Consumer Duty Champion
- ✓ Experienced C Suite Executive with extensive Chair and Committee experience, including WPC
- ✓ FCA approved person, CASS expert and previous CF10a, PR Z
- ✓ Award winning track record of improving Business Performance, Customer Experience and Outcomes and Colleague Engagement
- ✓ Lead teams of up to 1,500 colleagues in multiple locations, UK and International
- ✓ Qualified Chartered Accountant, Customer Experience Professional, Chartered People Professional, Risk Professional, Customer Experience Professional and Investments Professional
- ✓ Extensive Customer, Risk, Governance, Finance and Change experience within Financial Services
- ✓ Significant expertise in Contract Management and Outsourcing
- ✓ Qualified business coach

EDUCATION, PROFFESSIONAL QUALIFICATIONS & MEMBERSHIPS

MSc	Human Resource Management, Winchester University
PG FS dip	PG Dip Financial Strategy (Oxford University Said Business School)
FCMA	Fellow Chartered Institute of Management Accountant
CGMA	Chartered Global Management Accountant
CMIPD	Chartered Member Institute of Personnel and Development
CXPA	Certified Customer Experience Professional
MCSI	Chartered Institute for Securities and Investment
MAPM	Member of the Association of Project Managers
SIRM	Specialist Member of the Institute of Risk Management
Prince2	Prince 2 Practitioner

CAREER HISTORY

Non-Executive Board Director Omnilife Ltd 17/01/2023 – Current

Omnilife is a specialist insurer backed by the Reinsurance Group of America (RGA). RGA is one of the largest global life and health reinsurance companies, with assets of over $92 billion. Omnilife Ltd focuses on acquiring and managing the liabilities of closed life insurance portfolios, particularly annuities.

My current role is Non-Executive Board Director, Consumer Duty Champion, Chair of the Remuneration and Nomination Committee, and member of the Audit and Risk Committee.

Non-Executive Board Director Holloway Friendly Society 14/02/2022 – Current

Holloway Friendly Society was established in 1875 as a mutual society to provide income protection to Members in the case of illness or injury. As a mutual the business is owned by the Members and not shareholders. The profits of the business are either distributed to Members or invested back into the society to provide better value and services.

My current role is of Non-Executive Board Director, member of the Audit and Risk Committee and Chair of the IT/Change Sub-Committee.

Non-Executive Director TeX (Tisa Exchange Ltd) May 2018 – Nov 2022

TeX is a not-for-profit organisation which manages and runs a complete set of non-commercial contracts between parties that cover standards, service level agreements and matters of liability concerning all aspects of transfers. The purpose of TeX is to provide common non-commercial contract terms for transfers to provide certainty for customers and firms that the process is being completed to an agreed industry standard. My role with TeX has been as a Non-Executive Director. Unfortunately, upon leaving Novia I was required to resign as the TeX articles require its iNEDs to be from a membership firm.

Novia Financial UK 01/12/2021 – 11/11/2022

Novia Financial UK is one of the UK's leading investment platforms with over £12 billion of assets under administration. Wealthime is an independent investment Platform which operates as part of the Novia Financial Group with £2billion of assets under administration.

Group Chief Operating Officer Novia Financial UK & Managing Director of Wealthtime Ltd

The role of Chief Executive Officer (SMF24) for Novia Financial UK is responsible for all aspects of operational delivery across the Novia Financial UK Group. This includes Customer and Adviser Strategy and Service delivery, IT Services, Change Management, Facilities, Complaints, 1st line Risk and Compliance, CASS, and governance and reporting.

As the Managing Director, Board Director, and SMF1 of Wealthtime I was accountable for all aspects of Wealthime delivery and governance.

Key achievements include creating service strategy, re-platforming £1bn assets to a new platform, transforming transactional service experience from bottom quartile to top quartile and transforming colleague engagement from a negative employee Net Promotor score (eNPS)of -31 to positive +41.

LV= (Liverpool Victoria) 29/04/2019 – 30/11/2021

LV= is a leading financial services provider and a mutual, which has been operating for over 175 years. The mutual model (Members as owners) means that LV= does not have to focus on returns to shareholders and allows a longer-term view in the interests of members and community above profit. 2018 new business levels for Life, Pensions, and Investments (LVFS) were circa £2bn and £1.8bn for General Insurance (GI).

Managing Director Heritage & LV= Customer Champion 01/02/2020 – 30/11/2021

As Heritage Director, Executive Committee member and With Profits Committee member, develop, implement, and revise as necessary the strategy for the LVFS business, with a specific focus on the Heritage business, to deliver results based upon targets established by the CEO and the Executive Board. Accountable for delivering products/services to 400K+ heritage customers, maintaining propositions and achieving P&L targets, in an efficient and compliant manner in accordance with the Business Plan. Also accountable for delivery of Legacy Review programme, following FCA review in 2016.

Promoted to

Customer Experience Director & LV= Customer & Member Champion 24/04/2019 – 01/02/2020

Reporting to the Group COO, fully accountable for all Customer operational activity for the LV = Life, Pensions, Protection and Heritage businesses including the role of Customer & Member Champion. Multi-location work force of 700+ employees and operational budget of £23m pa.

Key areas include:
- ✓ Leadership of team of 800 client facing employees
- ✓ Customer and Member Champion
- ✓ Customer Strategy
- ✓ Complaints
- ✓ 1st line risk Chair of LVFS Operating Committee
- ✓ Executive Sponsor of LVFS Green Heart Transformation Programme
- ✓ Executive Sponsor of the LVFS Heritage Review (Closed Book business)

Old Mutual Wealth (now Quilter plc) October 2000 – 24/04/2019

Old Mutual Wealth is a leading wealth management business in the UK and Internationally, helping to create prosperity for the generations of today and tomorrow. Old Mutual Wealth oversees £131.3 billion in customer investments. It has an adviser and customer offering spanning: Financial advice; investment platforms; multi-asset and single strategy investment solutions; and discretionary fund management. The business is comprised of two segments: Wealth Platforms and Advice and Wealth Management.

OMW UK Platform Operations Director & Customer Champion Sept 2018 – 24/04/2019

Reporting to the CEO, fully accountable for all Operational activity for the OMW Platform including Oversight of CASS and CF10a function, BCP, Outsourcing and 3rd Party Management

Key areas include:
- ✓ Leadership of a multi-skilled industry award winning team of 1,500 people
- ✓ Covers all operational activity from Contact Centre, client processing. trading, execution and settlement and client and adviser maintenance
- ✓ Circa £65billiion assets under management.
- ✓ Oversight of CASS and CF10a function
- ✓ Accountable Executive for several major projects e.g. GDPR
- ✓ OMWHL Board Director
- ✓ Member of the UK Executive
- ✓ Service Strategy owner and Customer Champion
- ✓ Chair and member of several other corporate governance forums and governance committees, such as the Investment Committee
- ✓ Non-Executive Member of the TeX Board
- ✓ Business Continuity Planning (BCP)
- ✓ Outsourcing and 3rd Party Management
- ✓ 1st Line Risk & Compliance

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OMW UK Platform Client Services Director/CF10a & Customer Champion **Sept 2016 – Sept 2018**

Reporting to the CEO, fully accountable for all Operational activity for the OMW Platform including the Oversight of CASS and CF10a function.

Key areas include:
- ✓ Leadership of a multi-skilled industry award winning team of 1,500 people
- ✓ Covers all operational activity from Contact Centre, client processing. trading, execution and settlement and client and adviser maintenance
- ✓ Circa £65billiion assets under management.
- ✓ Oversight of CASS and CF10a
- ✓ CF10a from 01.01.17 to 06.07.18 (Recruited a dedicated CF10a to the team 06.07.18)
- ✓ Accountable Executive Sponsor for several major projects e.g. GDPR
- ✓ OMWHL Board Director
- ✓ Member of the UK Executive
- ✓ Service Strategy owner and Customer Champion
- ✓ Chair and member of several other corporate governance forums and governance committees, such as the Investment Committee

Secondment **May 2016 – September 2016**

Seconded to lead UK Platform operations in addition to current role of Director of Operational Assurance and Transformation. The secondment was to enable the then UK Operations Director to focus on the business delivery of the UK's key strategic programme of re-platforming the existing platform technology from South African based supplier to FNZ.

Additional secondment responsibilities include:
- ✓ The leadership of Old Mutual Wealth UK Operations for Investment Administration and Trading, Customer and Advisor Administration, Pensions Administration and Core Utilities: Circa 600 employees.
- ✓ Continue the positive culture journey for UK Operations and build on current success.
- ✓ Working as part of a team with Strategic Service Director and UK Operations Director to successfully deliver the transformation of UK Operations Target Operating Model (TOM).

OMW Director of Operational Assurance and Transformation **April 2012 – May 2016**

- ✓ Member of the Customer Service Executive and COO senior leadership team
- ✓ OMWHL Board Director
- ✓ Culture Lead for UK Operations
- ✓ Strategic Planning for Operations (1200+ FTE)
- ✓ Driving Customer Service continuous improvement with the use of Operational Excellence, Continuous Improvement and Lean
- ✓ Direct leadership and development of a team of 650+ including Processing, Investment trading execution and settlement, operational technical specialists, Risk, Regulation/Compliance, IT, Change, MI and Finance.
- ✓ Accountable for product compliance in accordance with UK Regulation, terms and
- ✓ conditions and company risk appetite
- ✓ Risk Management and Assurance for UK Operations
- ✓ Identification of corrective system amendments and assurance of effectiveness of implementation from a risk and operational perspective

OMW Head of Wealth Management Group Finance **2010– April 2011**

- ✓ Member of the Wealth Management Finance Executive
- ✓ Leadership and development of a team of 150+ Finance, Risk and Systems professionals, spanning multiple sites. UK, France, Spain, Ireland, Italy and IOM.
- ✓ Accountable for Financial Risk Management and Reporting for the WM Group, circa £120bilion assets under management
- ✓ Accountable for the delivery of all Finance Operations and Systems for OM Wealth Management
- ✓ Wealth Management representative for Old Mutual Global Finance Design Strategy Authority Group

Several senior roles held in Group Finance between October 2000 and Jan 2010.
(Skandia Plc was acquired by Old Mutual Group (OMW) in 2009)

OMW Group Head of Finance Business Partnering **Apr 2009 – Jan 2010**
Skandia Head of UK Business Information **May 2007 – Apr 2009**
Skandia ABC & Expense Manager **Feb 2003 – May 2007**
Skandia Development Accountant **Oct 2000 – Feb 2003**

<u>Other Work History</u>

HSBC Financial Services **1996 – 2000**

- ✓ Financial Analyst 1998 – 2000
- ✓ Business Analyst 1996 – 1998