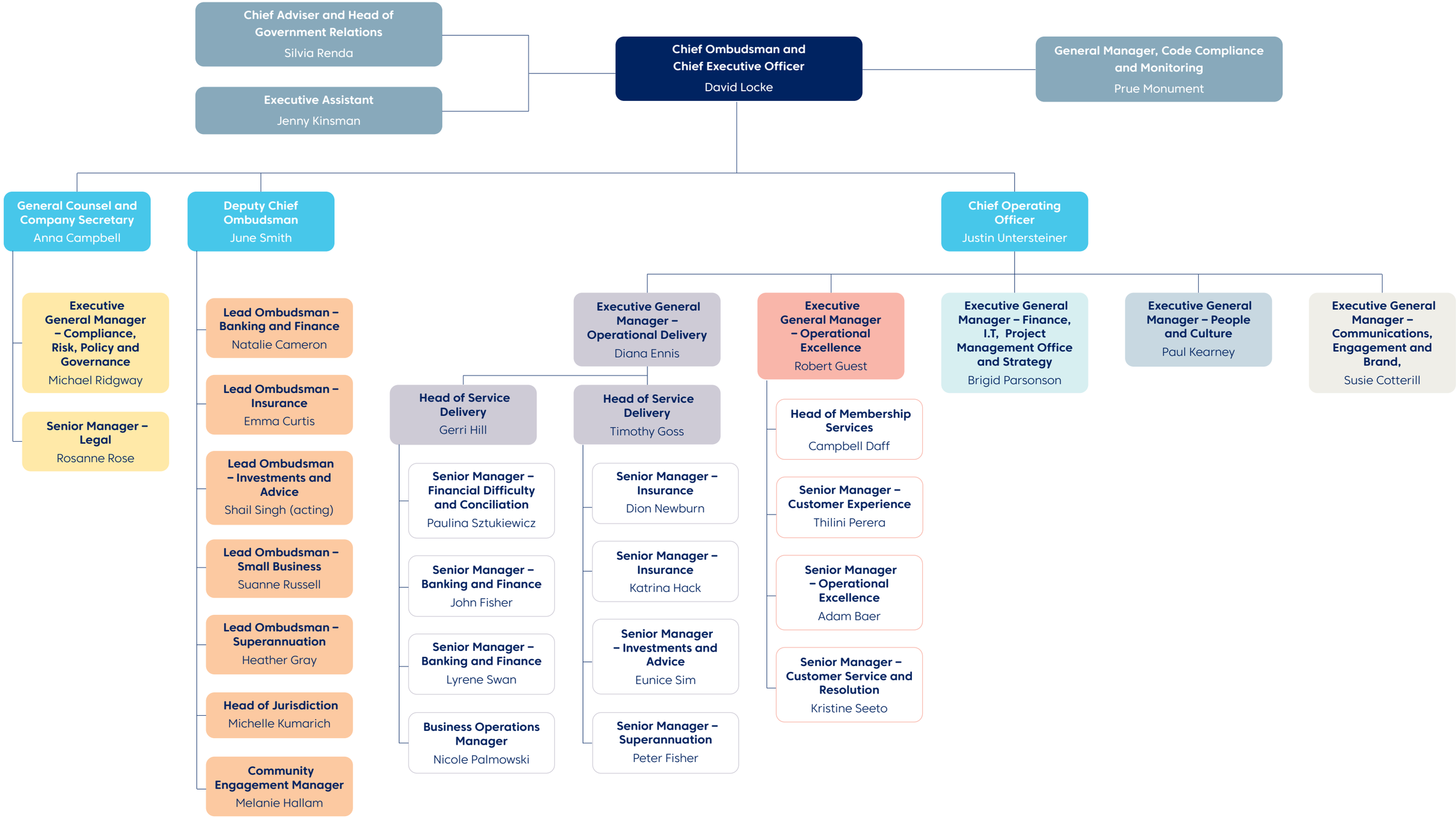
Chief Adviser and Head of Government Relations
Silvia Renda
Executive Assistant
Jenny Kinsman
Chief Ombudsman and Chief Executive Officer
David Locke
General Manager, Code Compliance and Monitoring
Prue Monument
General Counsel and Company Secretary
Anna Campbell
Deputy Chief Ombudsman
June Smith
Chief Operating Officer
Justin Untersteiner
Executive General Manager – Compliance, Risk, Policy and Governance
Michael Ridgway
Senior Manager – Legal
Rosanne Rose
Lead Ombudsman – Banking and Finance
Natalie Cameron
Lead Ombudsman – Insurance
Emma Curtis
Lead Ombudsman – Investments and Advice
Shail Singh (acting)
Lead Ombudsman – Small Business
Suanne Russell
Lead Ombudsman – Superannuation
Heather Gray
Head of Jurisdiction
Michelle Kumarich
Community Engagement Manager
Melanie Hallam
Executive General Manager – Operational Delivery
Diana Ennis
Head of Service Delivery
Gerri Hill
Senior Manager – Financial Difficulty and Conciliation
Paulina Sztukiewicz
Senior Manager – Banking and Finance
John Fisher
Senior Manager – Banking and Finance
Lyrene Swan
Business Operations Manager
Nicole Palmowski
Head of Service Delivery
Timothy Goss
Senior Manager – Insurance
Dion Newburn
Senior Manager – Insurance
Katrina Hack
Senior Manager – Investments and Advice
Eunice Sim
Senior Manager – Superannuation
Peter Fisher
Executive General Manager – Operational Excellence
Robert Guest
Head of Membership Services
Campbell Daff
Senior Manager – Customer Experience
Thilini Perera
Senior Manager – Operational Excellence
Adam Baer
Senior Manager – Customer Service and Resolution
Kristine Seeto
Executive General Manager – Finance, I.T, Project Management Office and Strategy
Brigid Parsonson
Executive General Manager – People and Culture
Paul Kearney
Executive General Manager – Communications, Engagement and Brand,
Susie Cotterill