

the board

as at 31 March 2005

Sir Christopher Kelly KCB (*chairman*)

- chairman of NSPCC
- a director of the National Consumer Council
- formerly*
- permanent secretary at the Department of Health
- head of policy at the Department of Social Security
- director of monetary & fiscal policy and director of the budget & public finances at HM Treasury

Caroline Banks

- a director of the Consumer Policy Institute
- a member of the Civil Service Appeal Board
- a member of the Association of Energy Suppliers Code Panel
- formerly*
- director of the consumer, regulation and enforcement division at the Office of Fair Trading
- director of the consumer affairs division at the Office of Fair Trading

David Crowther

- a member of the Professional Oversight Board for Accountancy
- a non-executive director of TT electronics plc
- formerly*
- head of global risk management & partner at PricewaterhouseCoopers LLP

Richard Hampton

- formerly*
- director of HSBC Reinsurance (Ireland) Limited
- managing director of HSBC General Insurance (Services) Limited
- head of general insurance at HSBC Bank plc
- management consultant at Coopers & Lybrand Deloitte

Ed Hucks

- a member of the Court, University of Leeds
- a non-executive director of West Bromwich Building Society
- formerly*
- a non-executive director of Empiricom
- customer services director at NPI
- a director of the former National & Provincial Building Society

Roger Jefferies

- a director of the Telecommunications Ombudsman Service
- formerly*
- Independent Housing Ombudsman
- chief executive of Hounslow and Croydon London Boroughs
- a director of the National Clinical Assessment Authority
- chairman of an NHS disciplinary tribunal

Kate Lampard

- a trustee of Esmée Fairbairn Foundation
- chair of Kent and Medway Strategic Health Authority
- formerly*
- chair of the Independent Housing Ombudsman Limited
- chair of the Invicta Community Care NHS Trust

Julian Lee

- Justice of the Peace to the North Sussex Bench
- crisis & change management consultant
- formerly*
- chairman, then chief executive, of the Allied Carpets Group
- chief executive of the Bricom Group

Roger Sanders OBE

- principal of Roger Sanders Associates – IFAs and employee benefits consultants
- formerly*
- joint chairman of the FSA Small Business Practitioner Panel
- a director of the Personal Investment Authority (PIA) Ombudsman Bureau
- a PIA board member
- registered insurance broker