

Lowell continues development of UK team with four new senior hires

- Louis Brook joins as UK Chief Information Officer and will lead the IT and Change teams
- Jill Maples joins as UK People Director and will be joining the Group People Leadership team and UK Executive team
- Kevin Peirson has been appointed as Head of Customer Relations to continue to develop the Lowell customer experience
- Naynesh Patel has worked as a consultant for Lowell and has taken on a permanent role as Customer Insights and Strategy Director

Lowell Group ("Lowell"), one of Europe's leading credit management services providers, has appointed Louis Brook as UK Chief Information Officer, Jill Maples as UK People Director, Kevin Peirson as Head of Customer Relations and Naynesh Patel as Customer Insights and Strategy Director. They join at a period of significant growth for Lowell as the firm expands its expertise in Financial Services.

Commenting on the new appointments in the UK team, John Pears, UK CEO at Lowell, said: "We're delighted to welcome Louis, Jill, Kevin and Naynesh to Lowell. They each bring significant sector and technical expertise and will make great additions to the team. I look forward to working with them as we continue to enhance the service we offer to our customers and to build a better business."

Louis Brook, UK Chief Information Officer

Louis Brook joined Lowell in March from HSBC/First Direct where, as CIO, he transformed their technology services. Louis has spent over 17 years in roles in Financial Services, mostly within the HSBC Group, and has experience across Cyber Security, Operations, Architecture, Change and Technology leadership. At Lowell Louis will lead the digital transformation, tech innovation and operational management of business-critical programmes and systems.

"After a month at Lowell it's clear that everyone at Lowell is committed to making a real difference for customers. I'm delighted to be working with a growing firm in supporting its mission of making credit work better for all."

Jill Maples, UK People Director

Jill Maples joins Lowell from Evri (formerly Hermes), where she was People and Culture Director for the last six years. Prior to this, Jill has worked at brands such as First Direct, Telefonica (O2) and Morrisons, where she held various senior HR positions, working alongside Exec teams and Steering Committees to develop leading colleague experience strategies. Jill will be working with Bitte Ferngren, Chief People Officer, to lead Lowell's UK People function.

"We've seen rapid change in how people work over the last few years and the future of work has undergone plenty of reshaping. I'm excited for this next step in my career and look forward to working alongside the team to make Lowell a place everyone wants to work."

Kevin Peirson, Head of Customer Relations

An experienced senior Change manager and People leader with a demonstrated history of working in the Financial Services industry, Kevin Peirson has been appointed Head of Customer Relations at Lowell. Kevin joins from HSBC, where he spent over 25 years in multiple positions across Customer Services Centres, Employee Engagement and Organisational Change.

"What drew me to join Lowell was the excellent care and compassion it provides its customers. I'm looking forward to assisting the team here in continuing to develop the customer experience."

Naynesh Patel, Customer Insights and Strategy Director

After working as a consultant to the firm for nine months, Naynesh Patel is taking on a permanent role at Lowell as Customer Insights and Strategy Director. He brings over 20 years of experience gained in Senior Data, Analytics and Decision Science roles for Cabot Credit Management, Amigo Loans and NewDay.

"Having worked with Lowell for nine months, I've seen first-hand the dedication and commitment of the team to the firm's mission of making credit work better for all. It truly is a business that puts its customers and clients at the heart of everything it does and I'm excited to develop further as a permanent team member."

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About Lowell

Lowell is one of Europe's largest credit management companies with a mission to make credit work better for all and a commitment to fair and ethical customer practices. It operates in the UK, Germany, Austria, Switzerland, Denmark, Norway, Finland, and Sweden. The Group employs over 4,000 people, including 1,500 in the UK.

Lowell's unparalleled combination of data analytics, deep consumer insights 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 is committed to delivering the most fair and affordable 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 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: www.lowell.com

