



# NEWS RELEASE

Monday 9<sup>th</sup> October 2017

## **Susan McInnes announced as new chair for ABI's Long-Standing Customer Committee**

The Association of British Insurers is today announcing Susan McInnes, Customer Director at Phoenix Group, as the new chair of its Long-Standing Customers Committee.

Susan, who has been with Phoenix Group since 2009, is taking over the role from the outgoing chair, Andy Parsons, who has held the role since November 2016 during his time at Lloyds Banking Group.

The Long-Standing Customers Committee was created in 2015 to focus on addressing the challenges associated with ensuring all long-standing pension products are fit for purpose for customers. The committee has recently provided input into the work of the Dormant Assets Commission and supported the development of a tool to help customers find policies which have transferred to other companies.

The Long-Standing Customers Committee also plays a critical role in developing the ABI's overall retirement and savings policy, providing valuable input into the Long-Term Savings Committee which Susan will also sit on.

**Yvonne Braun, ABI Director of Long-Term Savings and Protection Policy, said:**

“I’m delighted to welcome Susan as the new chair of the Long-Standing Customers Committee. This Committee plays a key role to help ensure all pensions suit the needs of customers in the light of the new pensions flexibilities, and meet the high standards associated with modern products. Susan’s impressive skills and experience will bring a strong customer focus to this work.”

**Susan McInnes said:**

”Pension schemes have evolved over many decades, and the committee can play an important role alongside regulators and legislators to ensure that customers remain engaged and products remain appropriate. I look forward to working with committee members to find enduring solutions to these challenges.”

**-ENDS-**

**Notes for Editors**

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2. The Association of British Insurers is the voice of the UK’s world leading insurance and long-term savings industry.

A productive, inclusive and thriving sector, we are an industry that provides peace of mind to households and businesses across the UK and powers the growth of local and regional economies by enabling trade, risk taking, investment and innovation.

3. An ISDN line is available for broadcast

4. More news and information from the ABI is available on our web site, [www.abi.org.uk](http://www.abi.org.uk).

**-Ends-**