



Eric Lenders

In his role as managing director of personal finance, Eric is responsible for all everyday banking matters, including cards, complaints handling, conduct regulation, consumer credit, payments, savings and supporting vulnerable customers across retail and private banking portfolios.

Eric is accountable to retail, private and mid-tier bank CEOs for the development and delivery of sector specific strategies, maintaining active senior-level engagement with politicians, regulators, consumer advocates and policy makers on a range of issues to support the economy, serve customers better and earn trust in the sector.

Eric is a chartered banker and former vice-chair of the Buckinghamshire Building Society, a non-executive director at Registry Trust Limited and previously held non-executive roles on the Lending Standards Board, African Caribbean Westminster Initiative and the government's Credit Union Expansion Project and Regional Growth Fund.