

December 9, 2011

## The Insurance Council appoints Vicki Mullen as a General Manager Consumer Relations and Market Development

The Insurance Council of Australia (ICA) today announced the appointment of Vicki Mullen as General Manager Consumer Relations and Market Development. Effective January 16, 2012, Ms Mullen will be responsible for the Consumer Relations and Market Development Directorate at the ICA. Her responsibilities include managing the Financial Ombudsman Service relationship, Code of Practice issues, consumer relations and various statutory classes of insurance. Ms Mullen joins the ICA from Financial Services Council (FSC) where she worked as a Senior Policy Manager responsible for life insurance and the FSC's Life Board Committee.

ICA chief executive Rob Whelan comments: "Vicki brings a wealth of knowledge and experience to ICA which will strengthen and complement our leadership team."

Vicki Mullen is a lawyer with more than 18 years of experience in legal and public policy and regulatory affairs. She has previously worked for a High Court Judge, the NSW Parliament, the NSW Cabinet Office, a senior NSW Minister, the Insurance Council of Australia, the Institute of Actuaries and Insurance Australia Group. Vicki holds a Bachelor of Arts and Bachelor of Laws from the ANU, a Master of Laws from the University of NSW, and a Graduate Diploma in Legal Practice.

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