



## ANNETTE COURT | MENTOR | MERRYCK

### CLIENT EXPERIENCE

MABEY HOLDINGS,  
MCDONALDS, WHSMITH, SSP  
GROUP

“Annette always adds an experienced opinion. My boss is a little bit scared of her which is no bad thing! I wouldn't swap [her] for the world. I'm sure that I will still be working with her in 2 years time. She's stuck with me.”

MD,  
Global Travel Company

### OVERVIEW

Annette has extensive experience as a CEO of major insurers – Direct Line Group and Zurich FS. She is currently Chairman of Admiral Insurance and has worked across Europe including Eastern Europe. She has a strong technology background with a record of using e-commerce to drive commercial success. She has developed major brands with a strong consumer focus. She also has experience of M&A, partnerships, joint ventures and restructuring, although she has had most fun in growing businesses. Above all she enjoys working with people of varying backgrounds, cultures and experiences.

### APPROACH

She has delivered competitive advantage in businesses using a strong focus on customers and developing teams that were able to achieve results that they didn't realise were possible. She is a big believer in learning by doing, pragmatism and continuous personal learning.

### CAREER HISTORY

Annette started her career at IBM as a systems engineer in the banking and insurance sectors. After 11 years she joined one of her clients, Direct Line. She helped shape this fast-growing business in changing the face of the insurance industry, eventually becoming CEO of Direct Line Group in 2001 at the age of 39. She also became a member of the RBS Group Executive Committee. She led the acquisition of Churchill insurance in 2003, forming RBS Insurance, with a workforce of around 18,000 people across the UK, Spain, Germany and Italy. Subsequently she joined Zurich FS as the CEO of their European general insurance business spanning 11 countries across Europe. She is now pursuing a portfolio career and is Chairman of Admiral Insurance as well as the Remuneration Committee Chair at Sage Group.

### PERSONAL

Annette studied engineering at Oxford University and completed an executive education programme at Harvard Business School. She is currently learning Italian as she is a lover of Italy. She has two young children that keep her on her toes. She is keen on arts and sport, and is particularly passionate about tennis. She also works in the charity sector with StreetGames.