

# PENNY JAMES



Penny James has extensive experience in the insurance, asset management and fintech sectors, and has been a member of 5 listed Boards from AIM to FTSE 20 in scale. Penny is passionate about the role business plays in society especially in relation to inclusion, climate transition and financial well-being.

Penny is a Senior Independent Non-Executive Director of Hargreaves Lansdown plc, Independent Non-Executive Director of QBE Insurance Group and Mitie Group plc, and was previously CEO of Direct Line, where she was promoted from CFO. During her tenure at Direct Line, Penny led the transformation of the business from a traditional and underinvested insurer, into a consumer led tech, data and AI business.

Prior to Direct Line, Penny gained deep experience in capital and financial structuring as Director of Group Finance at Prudential plc, prior to being Group Chief Risk Officer where she was responsible for leading risk oversight globally. She has also been Group CFO at Omega Insurance Holdings Limited.

Penny was a Non-Executive Director of Admiral Group plc and CFO of UK General Insurance at Zurich Financial Services AG, where she was responsible for development and implementation of strategic direction and planning, financial control and performance and capital management.

Penny is Co-Chair of the FTSE Women Leaders Review, a charity focusing on increasing women's representation across UK Boards and Leadership positions.



## Other Career Highlights

Non-Executive Director, Admiral Group plc  
Co-Chair, FTSE Women Leaders Review

## Major Career Roles

Senior Independent Non-Executive Director, Hargreaves Lansdown plc  
CEO and CFO, Direct Line Group Insurance plc  
Director of Group Finance and Group Chief Risk Officer, Prudential plc  
Independent Non-Executive Director, QBE Insurance Group