

### **New Customer Service Manager Joins Lowell Group**

Leeds-based debt purchasing company Lowell Group has strengthened its management team by recruiting Samantha Swallow to fill the new role of Customer Service Manager.

She will manage a fast-growing team, currently 30-strong, which is responsible for dealing with correspondence and queries from holders of newly acquired accounts.

Samantha joins the company after 17 years with National Australia Group, during which she gained experience in a variety of operational management roles, working in Leeds, Glasgow, New Zealand and Australia.

The new position of Customer Service Manager has been created as a result of Lowell's ongoing growth. Over the last 12 months the number of customer accounts managed by Lowell has almost doubled from 2.0 million to 3.7 million.

Samantha takes over day-to-day management of the team from Head of Operational Support Neville Megaw, who commented: "The Customer Service team plays a key role in post-sale administration of all accounts we purchase. We are delighted to have appointed Samantha Swallow to head the team. She is a proven team leader with a strong track record in performance management."