

Ulster Bank Appoints Head of Home Buying and Ownership

7th August 2019: Ulster Bank has announced the appointment of Lorraine Costelloe as Head of Home Buying and Ownership to manage and develop the customer mortgage journey from end-to-end.

Currently Head of Personal Banking Finance Business Partners at Ulster Bank, Ms. Costelloe has worked in financial services for over 18 years across a number of business areas, including Finance, Treasury Asset & Liability Management and Customer Experience & Products.

A native of Oranmore in Co Galway, Ms. Costelloe is an ACA Qualified Accountant from the Institute of Chartered Accountants Ireland. Additionally she holds a BSc. in Information Technology from NUI Galway and a Diploma in Financial Services from the Institute of Bankers, Ireland.

Ms. Costelloe will build on Ulster Bank's already strong mortgage proposition including an online self-service portal for mortgage holders called Manage My Mortgage, which amongst other options, enables customers to switch their mortgage products quickly and easily, where eligible.

In addition, last month Ulster Bank announced a 0.4pc cut to its 80-90% loan-to-value variable mortgage rate, which is available to both new and existing eligible customers.

Ulster Bank's Managing Director of Personal Banking, Ciarán Coyle, said:

"At Ulster Bank, we strive to provide effortless everyday banking services that our customers value, and to be there for them at the big moments, such as preparing to buy and own a home. Lorraine brings a strong track record of expertise and leadership, which will enable Ulster Bank to further-cultivate the best experience for mortgage customers through one of the most important decisions of their lives.

"Building upon our already strong mortgage offerings and the ability for customers to self serve through Manage My Mortgage, I look forward to working with Lorraine in helping us achieve our ambitious plans to make Home Buying and Ownership one of the signature experiences for Ulster Bank customers."

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Lorraine Costelloe Biography

A native of Oranmore in Co Galway, Lorraine has worked in financial services for over 18 years across a number of business areas, including Finance, Treasury Asset & Liability Management and Customer Experience & Products. Prior to this appointment, she was Ulster Bank's Head of Personal Banking Finance Business Partners and Head of Lending Product Models & Automated Decision Strategies at AIB. Lorraine is an ACA Qualified Accountant from the Institute of Chartered Accountants Ireland. Additionally she holds a BSc. in Information Technology from NUI Galway and a Diploma in Financial Services from the Institute of Bankers, Ireland.