

**04 July 2018**

# CivilisedBank appoints IT transformation expert Simon Bateman as CIO

**CivilisedBank** ('the Bank'), the digital SME bank with relationship managers, announces that Simon Bateman has been appointed as Chief Information Officer (CIO). Simon has over 25 years' experience in managing IT services and delivering transformational change for both UK high street and challenger banks.

Before joining CivilisedBank, Simon was CIO at Harrods Bank where he introduced an IT structure that improved system availability, and by automating legacy system processes he helped optimise operational cost savings and the customer experience. He also gained in-depth experience of the challenger bank space at Aldermore, where he was Transformation and Change Director, then Head of IT and Transformation for the SME and Retail Savings Business.

Simon will be instrumental in leading CivilisedBank's systems refresh which was announced as part of the release of its banking licence earlier this year. The Bank will apply real-time personalisation, meaning that customers are only targeted with content directly relevant to them to reduce unnecessary communication and foster higher levels of customer retention and loyalty. In addition, content testing will help to provide customers with what they really need to create an optimal experience.

CivilisedBank is building a digital SME bank which, when launched in 2019, will offer business customers access to experienced banking experts, finance solutions and effortless digital banking that make their business lives easier.

**Mark Stephens, Chief Executive Officer, CivilisedBank said:** *"Simon has a proven track record of delivering best-in-class systems to banks across the board, and I'm delighted that he is joining the CivilisedBank team. His appointment, combined with the IT solutions we're currently implementing, are already setting us on the way to developing a unique service for the SME market. It is a crucial next step in our path towards launch."*

**Simon Bateman, Chief Information Officer, CivilisedBank said:** *"To be joining CivilisedBank at this phase in its development is a hugely exciting opportunity. The SME market has long been underserved by the incumbent banking providers, and I am really looking forward to working with Mark again and being part of the team offering something genuinely new."*

Focused on the UK SME market and funded by SME and retail savings, CivilisedBank will serve businesses through working capital solutions and cash management, including loans, asset finance, savings and payment services. CivilisedBank will also address the UK retail market with a range of savings products.

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Additional information is available at  
[CivilisedBank.co.uk/press](http://CivilisedBank.co.uk/press).

## About CivilisedBank:

CivilisedBank was granted a banking licence by the Bank of England in May 2017 and is in the process of building its infrastructure for launch. It released its banking licence in May 2018 to allow more time to develop its technology platform, before subsequently reapplying for a new licence.

CivilisedBank will focus on the UK SME market and be funded by SME and retail savings. It will serve businesses through working capital solutions and cash management, including loans, asset finance, savings and payment services. The bank will also address the UK retail market with a range of savings products.

CivilisedBank aims to make business easier through better banking.