

## **SAFAA BOARD OF DIRECTORS**



### **RICHARD BURNS**

Appointed to the Board November 2018.

Richard Burns has been CommSec's Managing Director since September 2018.

For the last 19 years Richard has led teams in product development, brand and marketing, digital customer experiences, strategy and technology in building and driving the two largest online broking firms in Australia and Australia's leading Mortgage Broker.

Prior to re-joining CommSec Richard was Aussie Home Loans' General Manager Customer Experience & Technology, leading a team responsible for Aussie's brand, marketing, digital presence, customer retention, data, IT architecture and operations, and the Customer Contact Centre. Aussie Home Loans is a fully owned subsidiary of CBA and is Australia's leading Mortgage Broker with over 220 franchise stores and 1100 mortgage brokers throughout Australia.

Richard joined Aussie in 2015 after 15 years in Online Trading covering marketing, product development, strategy, digital and user experience. Richard spent seven years with CommSec, in a variety of roles including Head of Strategy, Head of Marketing and General Manager Customer Experience. Prior to his time at CommSec, Richard was Head of Marketing, Client Services & Product Development at E\*TRADE Australia.

Richard is a passionate leader with proven ability to grow businesses through innovative strategy and effective execution. He has deep experience in online retail financial services and investment markets and brings a strong sense of customer focus to the teams which he leads.