

## EXPERT RESOURCE PROFILE – VAUGHN RICHTOR

*“The challenge I see for leaders is to encourage people to take advantage of the opportunities they now have to learn more, take on more accountability, make more decisions and get involved in things which they may not have had the chance to before. Give people “the right to fix”.*



Vaughn retired as CEO of ING Direct (Australia) in 2016, which he launched and helped grow to become Australia’s sixth largest retail bank over the last two decades. Vaughn also has extensive banking experience across Asia, where he has led ING Group’s commercial and retail banking operations and served as CEO of ING Retail Banking Asia.

He arrived in Australia to start the business in 1995, and was the CEO until January 2006. He was appointed as CEO and MD of ING Vysya Bank, a listed company on the Indian stock exchange, to turn around a loss making business. Following the successful transformation of ING Vysya, he was appointed Regional CEO of ING Bank Asia, covering 14 countries and 4 joint listed shareholdings in the region. He returned to Australia in 2012 as CEO of ING Direct, and retained responsibility for the listed shareholdings. Vaughn was also a member of the ING Group Leadership Council and a member of the ING Retail Bank International management team.

He was a member of the ING Vysya Bank Board from 2006 to 2014, and played a key role in its merger with Kotak Mahindra Bank, the first merger of its kind in India. He was a member of the Board of Kookmin Group Korea from 2010 to 2013, and a member of the Board of TMB Bank in Thailand from 2008 to the present day, helping to also turn around a loss making bank.

During his tenure at ING Direct, Vaughn launched Australia’s first branchless bank model. Beyond his track record for driving significant innovation in banking, Vaughn became well known for his pro-consumer stance and his commitment to delivering exceptional customer experiences and was named the Australian Financial Services Executive of the Year at the 2016 AB&F awards.

Vaughn continues as an advisor to ING Bank, and has recently joined the Board of Ratesetter Australia. He is a member of the Advisory Council of the Australian Digital Commerce Association, and is an advisor to Humanity in Business. He speaks and writes extensively on Leadership, Culture, Customer Centricity, Digital Commerce and business in Asia.

### Why 2020 Exchange

Vaughn’s ‘finance with purpose’ strategy that keeps people, both customers and staff, at the heart of all transactions and interactions shows a unique insight into both the banking world and the mind of the customer. It enabled Vaughn to establish ING Direct Australia as both disrupter and innovator. The commitment to delivering exceptional customer experience, and the growth the organisation has experienced since inception is what aligns Vaughn Richtor with 2020 Exchange.

### Positons held

2017 - present	Member	Advisory Council of the Australian Digital Commerce Association
2017 - present	Advisor	Humanity in Business
2017 - present	Board Member	Ratesetter Australia
2016 - present	Advisor	ING Bank



2012 - 2016	Member	ING Retail Bank International Management team
2012 - 2016	Member	ING HR Advisory Council
2012 - 2016	Member	Council Member Australian Bankers Association
2010 - present	Member	ING Group Leadership Council
2010 - 2013	Board Member	Board of Kookmin Group Korea
2009 - 2012	Regional CEO	ING Bank Asia
2008 - present	Board Member	Board of TMB Bank
2006 - 2014	Board Member	ING Vysya Bank Board
2006 - 2009	CEO and MD	ING Vysya Bank
1997 - 2014	Member	ING Group Management Council
1995 - 2006	Founding CEO	ING Direct Australia

#### **Qualifications & Awards**

Australian Financial Services Executive of the Year - AB&F Awards (2016)

Bachelor's Degree, Business Studies, BA (Hons) First Class

Corporate Finance Programme, London Business School

General Management Programme, CEDEP, Insead, France

Highly Commended, CEO of the Year, CEO Magazine (2015)

Management in International Banking, CEDEP, Insead, France