

The Co-operative Bank p.l.c.

9 July 2018

Appointment of Andrew Bester as Chief Executive Officer

The Co-operative Bank p.l.c (the "Bank") is pleased to announce the appointment of Andrew Bester as Chief Executive Officer. Andrew will join the Bank and the Board on 9 July 2018 and will begin the transition of responsibilities from current CEO Liam Coleman, who, as previously announced, has decided to step down.

Andrew is a banking leader with a track record in business turnaround and large scale transformation. A qualified chartered accountant, whose career began with three years at PwC and subsequently three years at Deloitte, Andrew joined Standard Chartered Bank in 2004, where he held senior leadership roles in wholesale banking in Africa and Asia. In 2008 he took on the role of Chief Financial Officer for Standard Chartered's Consumer Banking division, and in 2011 he was appointed Chief Operating Officer for Consumer Banking.

In his most recent role as a Group Director and Chief Executive of the Commercial Banking division of Lloyds Banking Group he led the successful customer-focused turnaround and transformation of the commercial/wholesale banking business over five years from 2012.

Andrew also led on inclusion and diversity for Lloyds Banking Group and has multiple awards for his work including 'Advocate of the Year' at the 2017 Women in Finance Awards.

Commenting on the appointment, Bob Dench, Chairman of the Bank said,

"I am delighted that we are appointing Andrew as CEO. He is a first class business leader with the experience, drive and intellect required to lead the organisation forward at a key point in its turnaround journey. Five years ago, the Bank faced very significant problems and over that time we have made progress towards successfully tackling those issues. In Andrew we have found the right person to take us on to the next stage as we focus on achieving a sustainable profitable bank.

"Andrew's understanding of the role business plays in the community and its potential to make a positive difference, and his achievements in leading inclusion and diversity, also make him an ideal choice as CEO of The Co-operative Bank. I look forward to working with him as we take forward our strategy."

Andrew Bester said,

"I am excited to be asked to lead The Co-operative Bank at this important time. The Bank is a well- respected brand, with a long and rich history. It is much valued by its customers and colleagues, and continues to lead the way with its commitment to ethical, environmental and community matters. Over its recent history, the Bank has been through a period of great change and uncertainty and I look forward to working with the teams to return the business to its former strength."

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About The Co-operative Bank p.l.c.

The Co-operative Bank p.l.c. provides a full range of banking products and services to almost 4 million retail and small and medium sized enterprise customers. The Bank is committed to values and ethics in line with the

principles of the co-operative movement. The Co-operative Bank p.l.c. is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. The Co-operative Bank p.l.c. eligible customers are protected by the Financial Services Compensation Scheme in the UK, in accordance with its terms.