



# Lance F. Drummond

## Director

Lance Drummond is an executive level business leader with multi-industry and international experience—traveled and worked in 52 countries. He specializes in business transforming strategy development and execution and organizational change for business-to-business and business-to-consumer Fortune 500 companies, with demonstrated success in manufacturing, technology and financial services industries.

Drummond is an independent director on the Freddie Mac Board. He serves on the Audit Committee and Nominations and Governance Committee. In addition, he is chair of the Technology Working Group. He is a board trustee at the University of Rochester, serving on the Compensation and Compliance, Executive, Strategy and Finance Committees. He also chairs the Human Resources Committee of the University.

From September 2015 – May 2017, Drummond was the executive-in-residence at Christopher Newport University's Luter Business School, where he led and hosted the Luter Lecture Series. Additionally, he was a guest lecturer, advisor to the case competition team, provided career and professional development coaching to students and was senior advisor to the dean.

Drummond retired from TD Canada Trust in January 2015, where he was executive vice president of Operations and Technology. He led a team of associates who delivered personal and small business loan underwriting, funding, discharges, deposit operations, fraud management, collections, digitization and image transformation, service quality (Lean Six Sigma) and project management office services for Canadian Banking including retail, business and wealth.

Prior to joining TD, he was executive vice president of Human Resources and Shared Services at Fiserv, Inc. In this role, he led the human resources function for Fiserv's 20,000 employees. Additionally, he oversaw many of the company's shared services, including Fiserv Global Services' 2,800 employees, located in India and Costa Rica, Procurement and Corporate Real Estate.

Prior to joining Fiserv, Drummond was the Global Consumer and Small Business Banking eCommerce/ATM executive at Bank of America. Prior to his eCommerce/ATM role, Drummond was the Service and Fulfillment Operations executive for Global Technology and Operations. He led more than 19,000 associates who provided end-to-end operations support to 55 million consumer households, 2 million small business relationships, 200,000 commercial clients, 6,100 banking centers and 18,000 ATMs.

Drummond began his career at Eastman Kodak company, where he held several senior management positions including divisional vice president and general manager Dental Products, divisional vice president and regional general manager Professional Products – Latin American region, corporate vice president and chief operating officer Professional Products Division.

Drummond earned a bachelor's degree in Business Management from Boston University, MBA from the Simon Business School at the University of Rochester, and MS degree in Management Science from MIT. He received the MIT Sloan Fellowship in 1994 and the Aspen Institute's Henry Crown Fellowship in 1998.

