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Thomas (Tom) Vellacott is the Senior Manager for Policy and Customer Engagement in the Customer Banking Division at the Bank of England. He plays a key role in shaping the Bank's services for more than 150 customers worldwide, including gold custody, securities custody, sterling payments, and fixed-term deposits. His responsibilities include customer engagement, policy development, access frameworks, pricing, and the strategic evolution of these services.

During nearly 15 years at the Bank of England, Tom has held leadership roles across the Markets and Banking areas, covering Credit Risk Reporting, Risk Management, and Policy. He has worked closely with front-office teams responsible for managing the Bank's balance sheet, supporting central bank customers, and overseeing sterling operations. Prior to joining the Bank of England, he spent 10 years in market and credit risk roles at a commodities-focused investment bank, building extensive expertise in financial markets, risk management, and customer relationship management.

Mr. Vellacott graduated from the University of Bath with a first-class degree in Business Administration.