Executive Profile



Tracey Knight-Lloyd, BA (Hons), MSc
Vice President Customer Experience , Sagicor

Tracey is the Vice President of Customer Experience. A former journalist, Ms. Knight-Lloyd has over ten years' experience in the life insurance industry and over fifteen years of marketing experience. Ms Knight-Lloyd's mandate is primarily to ensure that consistently high levels of customer service are delivered to all of Sagicor General's clients, including direct customers, brokers and advisors. In addition to service delivery, this role is also primarily concerned with monitoring customer feedback, evaluation of such and ensuring all customer needs are met.

She is currently responsible for customer experience across the Sagicor General operations in Barbados, Trinidad and Tobago, Dominica, Antigua and St. Lucia. Ms. Knight-Lloyd is a member of the Rotary Club of Barbados and has a special interest in increasing autism awareness.