

DUAL promotes Mark Cook to DUAL Group Chief Operations Officer

31 March 2026

DUAL Group has announced the promotion of Mark Cook to Group Chief Operations Officer, reporting to Richard Clapham, CEO, DUAL Group effective from 1 April 2026. Mark has been with DUAL since 2021 and was previously Group Head of Technology.

Richard Clapham, CEO, DUAL Group, said “effective and frictionless technology and operations are essential for the successful delivery of DUAL’s strategy and I am confident Mark will continue to deliver these. Ensuring we can harness AI and data insights to help us deliver smarter underwriting solutions and operational efficiency will remain a focus for Mark, who will also keep his Group Head of Technology responsibilities.”