

MEDIA STATEMENT

22 July 2013

For immediate release

Market Information
NZX Limited
Level 2, NZX Centre
11 Cable Street
Wellington
NEW ZEALAND

Company Announcements Office
Australian Stock Exchange Limited
Exchange Centre
Level 6, 20 Bridge Street
Sydney NSW 2000
AUSTRALIA

TOWER advises earthquake-affected customers to call for support on 0800 379 372

TOWER staff are on standby to support customers affected by earthquakes which shook central New Zealand at the weekend.

TOWER Chief Executive Officer David Hancock says the company's priority is the safety and wellbeing of its customers and staff affected by the earthquakes.

"We have staff ready and waiting on our phones and extra assessors on hand to assist customers. We also have information available on our website to help guide people through the claims process."

Customers with minor or moderate damage firstly need to lodge a claim with EQC. Customers will receive an EQC number and if advised to do so, can then lodge a claim with TOWER. TOWER can assist customers to lodge their EQC claim.

Customers with damage to driveways, fences, pathways, pools and retaining walls will need to lodge their claim directly with TOWER, which they can do online at www.tower.co.nz

"Customers who require urgent assistance, or who have concerns about the safety and security of their home should contact our team directly on 0800 379 372."

Mr Hancock says a small number of customers have already contacted TOWER with minor damage claims and had been assisted to lodge their EQC claim.

"Calls received to date from our customers indicate relatively minor damage to homes and contents including broken glass and smashed crockery."

More earthquake related information for customers can be found at www.tower.co.nz

Ends

For further information, please contact:

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