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Market Information
NZX Limited
Level 2, NZX Centre
11 Cable Street
Wellington
New Zealand

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

TOWER Limited – TOWER appoints General Manager Customer Interaction

(Auckland – NZ) TOWER Limited today announced the appointment of Vanessa Dudley to the new role of General Manager Customer Interaction.

Mrs Dudley, who is currently ANZ Head of Retail Banking, Pacific and Fiji, is expected to start her new role in March.

As General Manager Customer Interaction, Mrs Dudley will lead a large team of customer-facing staff. She will be responsible for functions including alliances, sales, service, claims and underwriting.

TOWER Chief Executive Officer David Hancock said today he was thrilled to appoint Mrs Dudley to his new-look Executive Leadership team.

“Vanessa brings to us an extensive range of skills and experiences, coupled with a genuine passion for customers and we are really excited about the new dynamic she will bring to our business,” Mr Hancock said.

“We have clear strategies in place for growth and customer retention, and Vanessa will play a pivotal role in ensuring that we deliver outstanding experiences at every touch-point. Her strong people leadership capabilities will complement our now-complete senior management team.”

Mrs Dudley ran a number of businesses in New Zealand before starting her career in banking with ANZ and has held general management and leadership roles within retail, business and contact centre environments during her 13 years there.

ENDS

David Hancock
Chief Executive Officer
TOWER Limited
ARBN 088 481 234 Incorporated in New Zealand

For further information, please contact:
Tracey Palmer
Head of Corporate Communications
DDI +64 9 369 2017