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## IAG FOCUSES ON THE FUTURE WITH EXECUTIVE APPOINTMENT AND NEW DIVISION

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Insurance Australia Group (IAG) Managing Director and CEO, Mike Wilkins, has appointed Peter Harmer to the role of Chief Executive IAG Labs with responsibility for driving digital and innovation across IAG and its brands.

The new division will be IAG's digital hub for innovation, bringing together a number of existing functions as well as creating some new incubator areas which will specifically explore new opportunities across the broader business.

This follows Mr Harmer's appointment in March to the role of Chief Digital Officer with a remit to develop a group-wide digital strategy. Mr Harmer was previously Chief Executive of IAG's Commercial Insurance business in Australia.

Mr Wilkins said the appointment was critical to enable IAG to continue to deliver to its customers in an innovative and effective way.

"Our rapidly changing operating environment means we must continue to explore new ways of doing business with our customers. The shift to digital in particular is happening at an incredible pace, and we see a significant opportunity to evolve quickly in this area.

"Since taking on the role of Chief Digital Officer in March, Peter has been looking at how we can take advantage of the shift to digital and be more inventive, which is why we've created IAG Labs," Mr Wilkins said.

IAG Labs brings together existing technology and project management teams across IAG. It also includes a new customer insights capability, a centralised digital product and service development team and a venturing unit focused on new business opportunities and disruptive technology.

Mr Harmer said he looked forward to moving IAG further into the digital world with the creation of the new division.

"This is an exciting opportunity for IAG to be more strategic, agile and innovative in how we deliver to our customers as we build this new division," Mr Harmer said.

As part of these changes, Chief Executive Enterprise Operations, Alex Harrison, has decided to leave IAG. Mr Harrison joined IAG in 2010 as Chief Operating Officer for its then Australia Direct division.

Mr Wilkins acknowledged the significant contribution Mr Harrison has made in his time at IAG and wished him well in his future endeavours.

IAG's Chief Strategy Officer, Leona Murphy, will take on additional responsibility for the Enterprise Operations division which is responsible for support services across IAG's Australian business including people and culture, procurement and supply chain.

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Ms Murphy joined the IAG executive team in 2007. She has significant operational, strategic and human resources experience gained during her 20 years experience in the general insurance industry.

#### **About Insurance Australia Group**

Insurance Australia Group Limited (IAG) is the parent company of a general insurance group with controlled operations in Australia, New Zealand, Thailand and Vietnam, employing more than 15,000 people. Its businesses underwrite over \$11 billion of premium per annum, selling insurance under many leading brands, including: NRMA Insurance, CGU, SGIO, SGIC, Swann, WFI and Lumley Insurance (Australia); NZI, State, AMI and Lumley Insurance (New Zealand); Safety and NZI (Thailand); and AAA Assurance (Vietnam). IAG also has interests in general insurance joint ventures in Malaysia, India and China. For further information please visit [www.iag.com.au](http://www.iag.com.au).

#### **Media**

Amanda Wallace  
T +61 (0)2 9292 9441  
M +61 (0)422 379 964  
E [amanda.wallace@iag.com.au](mailto:amanda.wallace@iag.com.au)

#### **Investor Relations**

Simon Phibbs  
T +61 (0)2 9292 8796  
M +61 (0)411 011 899  
E [simon.phibbs@iag.com.au](mailto:simon.phibbs@iag.com.au)

#### **Insurance Australia Group Limited**

ABN 60 090 739 923  
388 George Street  
Sydney NSW 2000  
Australia  
T +61 (0)2 9292 9222  
[www.iag.com.au](http://www.iag.com.au)