



IAG appoints Chief Strategy & Innovation Officer

IAG Managing Director and CEO Peter Harmer has appointed Julie Batch as Chief Strategy & Innovation Officer to lead a newly created Strategy & Innovation division which combines IAG’s existing strategy function with its Customer Labs division.

Ms Batch was previously IAG’s Chief Customer Officer, responsible for Customer Labs, with the remit for enhancing the customer experience using data and insights, as well as digital, innovation, new business incubation and venturing.

In addition, IAG Group Executive Technology Neil Morgan will lead an expanded Technology & Digital division which brings together the digital teams from Australia and New Zealand, including those previously part of Customer Labs, and the existing Group Technology team.

Mr Harmer said the operating model changes are a logical step for IAG as it transitions to the next phase of its strategy – with a greater emphasis on future growth for its core insurance business as well as adjacent business opportunities.

“We continue to evolve our operating model to better align our customer and corporate strategies and further foster a culture of innovation as we consider and create new and different services for our customers,” Mr Harmer added.

IAG’s new Group Leadership Team structure is shown below, and the associated appointments will take effect on Monday, 24 February 2020.

IAG will report its 1H20 results on Wednesday, 12 February 2020.



This release is authorised by IAG’s Disclosure Committee.

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About IAG

IAG is the parent company of a general insurance group (the Group) with controlled operations in Australia and New Zealand. The Group's businesses underwrite over \$12 billion of premium per annum, selling insurance under many leading brands, including: NRMA Insurance, CGU, SGIO, SGIC, Swann Insurance and WFI (Australia); and NZI, State, AMI and Lumley (New Zealand). IAG also has interests in general insurance joint ventures in Malaysia and India. For more information, please visit www.iag.com.au.

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