

## INSURANCE APPOINTMENTS BOLSTER INTEGRATED SERVICE OFFERING

**Tuesday, 16 November 2010**

Mark Smith, General Manager of Insurance, today announced two key appointments to BT Financial Group's insurance business aimed at ensuring customers are the recipients of a high-service model delivered by an integrated insurance team.

"After a thorough internal and external search Daniel Musson has been appointed to the role of Head of Bancassurance from his most recent role at Bank of Queensland and Jim Glossat has been promoted to Head of General Insurance," Mr Smith said.

"These two appointments will complement our operating model as an end-to-end general insurance, life insurance and lenders mortgage insurance business with a focus on growing market share, our three bancassurance channels in Westpac, St.George and Bank SA and servicing our customers as an integrated insurance team."

Mr Smith said Daniel Musson has a strong financial services background and a wealth of experience across different industries and markets.

"He has worked at Westpac, IAG and, most recently, Bank of Queensland across a range of areas including product, marketing, segment and customer management and multiple channel distribution management," he said.

"His team will focus on distribution of a selection of general insurance and life insurance products that provide protection for consumer, high net worth and small business customers in Westpac, St.George, Bank SA and RAMS."

Mr Smith said Jim Glossat's promotion to Head of General Insurance is a reflection of his strong performance as Senior Manager – Business Planning and Practice in the General Insurance business.

"Under his leadership, Jim's team significantly reduced outstanding claim volumes, reprioritised business initiatives and implemented a variety of process improvements," he said.

"Jim will lead the general insurance team to proactively manage market conditions and regulatory changes, support a multi-brand business and foster and maintain a customer advocacy culture.

"Jim has more than 25 years general insurance experience in various roles across product, sales and claims and is well placed to lead the team into this next phase of growth."

A member of BT Financial Group

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