



April 2006

Welcome to the new TOWER in Australia!

We've grown! With the inclusion of PrefSure Life into our business, we are busy working on providing you with market leading products and services.

We are committed to keeping you updated on our progress. Below is some important information about how we will ensure we remain easy to do business with during this time of change.

Do my TOWER contacts change?

Mostly no. Most of TOWER Australia's contact numbers, email addresses and websites remain the same until further notice.

- **Where do I send my correspondence & applications?**

Please continue to send your applications to TOWER to the same address:

- By post to PO Box 142 Milsons Point NSW 1565
- By FaxScan to 1800 300 072

- **Adviser Services** **1800 286 937**

For all enquiries regarding Life New Business, Investment Products, Underwriting, Claims, Commissions and Agency Administration continue to dial 1800 286 937 followed by the relevant prompts.

- **Dealer Partners**

Please continue to use your **dedicated 1800 number**, for all enquiries regarding Life New Business, Investment products, Underwriting, Claims, Commissions and Agency Administration.

- **Email addresses**

We have two new email addresses for Retail Insurance products:

For new business enquiries:

Risk.NewBusiness@au.towerlimited.com

For existing policy alterations:

Risk.Alteration@au.towerlimited.com

All other email addresses will continue for the time being. We are working to make email contact with us even simpler, we'll let you know more soon.

- **Adviser Web Site**

The address stays the same. www.toweradviser.com.au

Continue to use this to download customer details, commission details, product guides, forms and much more.

Don't have an Adviser Website account? Call our Helpdesk on **1800 815 530**.



Will I get the same level of service?

Our philosophy is to strive to provide unparalleled service to all advisers regardless of how much business you place with us.

Our current service standards for processing new business and alterations to existing business will remain the same.

I have ex- PrefSure business too. What changes?

In the short term, the way you conduct business with ex-PrefSure products won't change. We're working hard to take the best from both businesses to provide you with new levels of service. We'll keep you posted.

If I have any queries about the PrefSure products, who do I contact?

The PrefSure products complement the TOWER product suite. If you have questions about the PrefSure products please contact your Sales Manager.

So what *is* going to change?

Over the next months, we will be working hard to fully integrate the two companies. We are determined to ensure there is no disruption to the service you receive.

We are also determined to take the best practices and services from both organisations to ultimately provide you with market leading products and service!

We will keep you informed of changes as they occur.