



MEDIA RELEASE

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TIM PLANT APPOINTED icare's NEW INNOVATION GROUP EXECUTIVE

icare CEO and MD Vivek Bhatia today announced the appointment of Tim Plant as Group Executive, Innovation to bring thought leadership and drive the implementation of new technologies and models in healthtech and fintech that exceed customer expectations and transforms icare into a world-class insurance and care organisation.

Mr Plant brings more than 25 years of insurance and reinsurance experience to icare's business transformation, including as a global leader in one of the world's largest insurance organisations.

Tim is tasked with driving innovation across icare, including identifying, harvesting and implementing technologies that enhance the customer experience - from new healthcare technologies to machine learning and artificial intelligence.

"Our goal is to bring person-centred and empathetic services to our customers, both businesses and injured people. The only way we can do this is to be at the forefront of new technologies and progressive new models of operating," Mr. Bhatia said.

"The global economy and technology landscape are evolving at lightning speed, changing the way we live and work. New businesses are being created every day, changing the types of available employment, our workspaces and also the types of injuries people sustain.

"For icare, this means the people and businesses we protect, insure and care for are continuously evolving and receiving the best outcomes. We need the foresight to build the essential infrastructure and partnerships that deliver the right services for people to return to work and life as soon as possible.

"In Tim, we find a wealth of experience as an insurance CEO, Senior Executive and Company Director who not only understands innovation, but has experience in translating it into reality for the benefit of customers on a global scale.

"He most recently implemented innovative customer experience programs that drove significant enhancements while CEO of QBE Australia and New Zealand. Among his achievements includes the introduction of new customer experience and service delivery propositions across multiple distribution channels in addition to increased focus and investment in digital, data and analytics and claims capabilities.

"I'm confident we have found a dedicated, passionate leader with a dogged determination for enhancing the customer experience, and an exceptional track record in driving innovation through an organisation to achieve this.

"It is testament to our DNA of *commercial mind and social heart* that we continue to attract such high calibre industry leaders at icare to enable the organisation in its aspirational agenda.

"I look forward to working with Tim as he brings new and fresh approaches from across the globe, and we strive to provide businesses and injured people with a world class experience," Mr Bhatia said.

Mr Plant said: "I am delighted to be joining icare at an incredibly exciting time. The transformation journey at icare has already resulted in a number of industry-leading innovations, responding to rapid changes in technology and customer expectations.

"icare has both the scale to further leverage investments in emerging technologies and a demonstrated passion for customer-centric outcomes across all of its varied insurance and care services. I look forward to working with Vivek and the talented team at icare in the transformation to a world-class organisation".

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Tim Plant, icare Group Executive, Innovation

An insurance industry senior executive with more than 25 years' experience across the globe, Tim Plant has diverse experience across insurance, reinsurance and financial services, with a particular focus throughout his career in driving innovation and change for the betterment of customers.

He has significant global experience as a CEO, Senior Executive and Director, most recently implementing a transformation agenda and customer service improvement initiatives as CEO of QBE's Australian and New Zealand business. Prior to this, Tim held various senior executive roles within QBE Australia such as leading the Corporate Partners and Direct business and he also was Managing Director of Elders Financial Services Group and Elders Insurance prior to that.

Tim is also a director of the Australian and New Zealand Institute of Insurance and Finance.

Earlier in his career he held number of senior roles at Swiss Re, Sydney Re, QBE Re (London), QBE Australia, Australian Eagle Insurance and the Victorian College of Agriculture & Horticulture.

He is an alumni of the Harvard Business School's Advanced Management Program and the Australian Institute of Company Directors, and has a Master of Business Administration from the University of New England.