
Resolution Life Australasia makes key leadership appointments

- Paul Tarlinton appointed Chief Customer and Operating Officer, Australasia
- Graeme Edwards appointed General Manager New Zealand and Customer Experience Lead Australasia

SYDNEY, AUSTRALIA – Resolution Life Australasia Limited (Resolution Life Australasia), a life insurer focused on the acquisition and management of superannuation, investment and life insurance policies, today announces two key leadership appointments.

Paul Tarlinton has been appointed as Chief Customer and Operating Officer for Australasia, having been acting in the role since December 2021. Paul has had a long and varied career with Resolution Life, AMP Life and AMP over the past 22 years. Prior to this appointment, Paul was Chief HR Officer and Chief of Staff for Resolution Life Australasia. In his new role, Paul will manage the design and implementation of strategic customer offerings, claims management and operational performance. He remains on the Executive Leadership Team reporting to Resolution Life Australasia CEO, Megan Beer.

Resolution Life Australasia also welcomes Graeme Edwards who has been appointed General Manager New Zealand and Customer Experience Lead Australasia. Graeme will be a key member of Paul's team and joins Resolution Life Australasia from Southsure Assurance. He was previously Country Manager for AIA NZ.

Megan Beer, CEO Resolution Life Australasia, said: "I am delighted to announce Paul in the Chief Customer and Operating Officer role. Paul has made an incredible impact over the past six months acting in the role, driving the development and attraction of key talent as we continue to invest in our customer capabilities and services.

"I also look forward to welcoming Graeme Edwards to Resolution Life. Graeme brings with him a wealth of experience in financial services with a successful track record in developing high performance teams and creating strong customer centric cultures.

"These appointments will play an important part in the ongoing evolution of our customer offering and will set us up well as we pursue our ambition to be the leading in-force specialist life insurer in Australasia by being a data driven, digital and customer focused business," Ms Beer said.

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Biographies**Paul Tarlinton**

Chief Customer and Operating Officer

- As Chief Customer & Operating Officer at Resolution Life Australasia, Paul is accountable for leading claims, operations, call centres, product, underwriting and partnerships and customer experience teams for Resolution Life Australasia. As a key member of the Australasian Executive Team, Paul is responsible for the design, planning and implementation of the integrated roadmap of Customer Journey Crew initiatives to contribute to the delivery of the business strategy.
- Paul's experience extends across human resources, business development and operational leadership, across a diverse range of executive and large-scale leadership roles in financial services and the airline industry.
- Paul's prior roles include Chief HR Officer and Chief of Staff at Resolution Life, HR Director and Operations Director at AMP, Head of Direct Sales and Customer Service (contact centre) at Qantas.
- LinkedIn: <https://www.linkedin.com/in/paul-tarlinton>

Graeme Edwards

General Manager - General Manager New Zealand and Customer Experience Lead Australasia

- Extensive experience in financial services with a successful track record of developing high performance teams, creating strong customer centric cultures and empowering teams and people to deliver results.
- CEO of Southsure Assurance and was previously Country Manager for AIA NZ, Chief Distribution & Marketing Officer at AIA NZ, National Sales Manager at Tower Medical Insurance / NIB NZ and various other roles.
- LinkedIn: <https://www.linkedin.com/in/graeme-edwards-aia/>

Notes to Editors:**About Resolution Life Australasia**

Resolution Life Australasia is part of the Resolution Life Group. It has approximately \$30 billion in assets under management and is a well-capitalised business with a dedicated focus on servicing its existing 1.1 million customers and providing them with competitive premiums, quality investment management, great customer service and efficient claims management.

About Resolution Life Group

Resolution Life is a global life insurance group focusing on the acquisition and management of portfolios of life insurance policies. Since 2003 to date, prior Resolution entities together with Resolution Life have deployed c.US\$17bn of equity in the acquisition, reinsurance, consolidation and management of life insurance companies. Together, these companies have served the needs of c.13m policyholders while managing over US\$365bn of assets. Today, with a purpose of protecting the financial futures of our customers, Resolution Life operates in Bermuda, the U.K., the U.S., Australia and New Zealand and serves as a safe and reliable partner for insurers as they restructure by:

- Dedicating attention to existing customers, rather than prioritising expansion by new sales
- Delivering policyholder benefits in a secure, well capitalised environment
- Returning capital to our institutional investors in the form of a steady dividend yield

Resolution Life has raised a total of c.\$5bn of equity to assist the restructuring of the primary life insurance industry globally.

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