



10 June 2022

**Alpha Insurance Limited acquisition of Tower Insurance Papua New Guinea – what this means for your claim**

Dear Valued Customer

You will have been advised that Tower Limited has announced its intention to sell Tower Insurance (PNG) Limited to locally based insurer, Alpha Insurance Limited.

As you have a claim open with us, we want to provide you with reassurance that nothing will change, and your claim will continue to be processed by the same dedicated Tower personnel.

Please continue to provide the requested supporting documents and assist the Tower Claims Consultant with questions that they might have on your claim.

Prior to the sale of Tower to Alpha Insurance all open claims will be handed over to the Alpha team.

Please be reassured that nothing will change in terms of the processing and decisions made on your claim.

Should you have any queries regarding your claim please address them to [Rusiat.tovaira@towerinsurance.com.pg](mailto:Rusiat.tovaira@towerinsurance.com.pg)

We look forward to continuing to work with you towards settlement of your claim.

Yours sincerely

Nelis William  
Acting Country Manager