



STOCK EXCHANGE LISTINGS: NZX (MCY) / ASX (MCY)

ANNOUNCEMENT

Mercury appoints new Chief Customer Officer

2 October 2025 – Mercury NZ Limited has appointed Suraiya Phillimore-Smith as its Chief Customer Officer, with effect from 3 November 2025.

Suraiya has more than 20 years' local and international experience in customer strategy, marketing and brand across financial services, telecommunications and technology, including executive level roles at Suncorp NZ and Westpac NZ.

Mercury Chief Executive Stew Hamilton said he was delighted to appoint someone of Suraiya's calibre.

"Suraiya has a proven track record of delivering customer-centric transformation, which will be highly valuable as we continue to evolve our customer experience, including to give customers greater control over their energy use and spend.

"Her experience in telecommunications, and in developing strong, high performing teams, also make her a great addition to Mercury."

Suraiya was previously Chief Customer Officer at Suncorp NZ where she led a large team responsible for customer, sales, distribution, brand, marketing, government relations and ESG strategy across intermediated general insurance channels.

Prior to that, she was Chief Marketing Officer at Westpac NZ. She has also worked in a range of roles for Vodafone NZ, Vodafone UK and Sony.

As disclosed earlier, Mercury's previous Chief Operating Officer – Customer, Craig Neustroski, remains in the business as Chief Strategy and Transformation Officer and will support the transition.

ENDS

Howard Thomas

General Counsel and Company Secretary
Mercury NZ Limited

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ABOUT MERCURY NZ LIMITED

Mercury's generation assets produce electricity from 100% renewable sources: hydro, geothermal and wind. We're also a retailer of electricity, gas, broadband and mobile services. We're listed on the New Zealand Stock Exchange and the Australian Stock Exchange with the ticker symbol 'MCY', with foreign exempt listed status. The New Zealand Government holds a legislated minimum 51% shareholding of Mercury.

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