

## Pioneer appoints CIO to lead transformational change

Pioneer Credit Limited (ASX: PNC) (**Pioneer**) is pleased to announce the appointment of Mr Ian Brunette as Chief Information Officer (**CIO**).

Pioneer has previously highlighted the Company's focus on its digital strategy and transformation to enhance the customer experience and drive down further its cost to service. Over the past 18 months Pioneer has completed comprehensive planning to identify its current and future systems requirements and selected a best in class core system for deployment, together with a sequence of other projects under a transformation program umbrella.

Intended to be transitioned over FY24, Pioneer will implement C&R Software's Debt Manager Pro system of record and customer relationship management system. This system is used extensively worldwide across the largest debt purchasers, large multinational banks and a broad range of other industries.

As Pioneer now commences the implementation phase of this modern fit-for-purpose SaaS-based system, Ian's appointment comes at an important time for Pioneer.

Ian has a significant track record of successfully leading organisations through complex transformational change as well as managing large scale IT application and infrastructure operations. His previous positions include Global Director Business Readiness for Tronox, Head of IT Infrastructure and Operations Manager with HBF and Head of Platform Operations and Infrastructure with Bankwest. He is currently a non executive director of Chorus, a non profit organisation providing aged care, disability and mental health services in WA.

Pioneer's Managing Director, Mr Keith John said Ian's experience in the successful execution of major transformational programs, coupled with his banking and extensive cyber security experience, will be invaluable to Pioneer as it continues to deliver on its strategy to grow sustainably as the sector's best example of a customer-centric business.

"Ian's appointment continues Pioneer's investment into its executive and leadership teams. He has a proven track record in setting IT strategy, leading cohesive teams and delivering value.

"The further strengthening of our Executive is a great outcome as we reaffirm Pioneer's position as a vendor's first choice to support customers as they recover from financial difficulties," Mr John said.

Mr Brunette has commenced in his role and replaces Joe Terribile who departed the Company on 30 June 2023.

“I thank Joe for his contribution to Pioneer, especially across his work in modernising and significantly upgrading our IT infrastructure over the past 18 months, and wish him the very best in his future endeavours”, said Mr John.

Authorised by:

The Board of Directors

### **Investor and media enquiries:**

Keith John  
Managing Director  
Pioneer Credit Limited  
M: 0438 877 767

### **About Pioneer**

Pioneer Credit is an ASX-listed company (ASX: PNC) providing high quality, flexible, financial services support to help everyday Australians out of financial difficulty. Pioneer Credit has the trust of long-term vendor partners to do the right thing and respectfully support customers to achieve their financial independence.

Pioneer Credit has established a solid foundation to pursue further growth by leveraging its outstanding industry relationships, compliance record and customer-focused culture.

[www.pioneercredit.com.au](http://www.pioneercredit.com.au)