

## **SUNCORP BANK EXPANDS SERVICES IN CASTLETOWN**

Suncorp Bank, Australia's fifth largest bank, has announced the expansion of its services in Castletown with the opening of a new retail banking branch in Castletown Shopping World today.

The new personal banking branch is located at Shop 122, across from Big W, in the newly extended section of the Castletown Shopping World. The branch is designed to handle all types of transactions for personal customers including transaction accounts, term deposits, loans, wealth management and insurance solutions.

The existing Castletown branch, located across from Australia Post, has been converted into a dedicated business centre which will cater to the full banking needs of small business customers.

Suncorp Bank Area Branch Manager Chris Rothwell said the decision to split the Castletown branch into two separate banking centres was good news for local customers.

"The branches offer customers an innovative new banking service and support the local community's needs," said Mr Rothwell.

"The personal retail branch and business centre are each tailored to meet their customer's specific needs.

"Our retail banking branch offers personal customers the convenience they have been after in a professional and welcoming environment.

"Likewise, small business customers will definitely save time and enjoy the up-to-the-minute service for general transactions, private meeting rooms to discuss their needs and ample parking.

"The new and improved design will certainly enhance the customer experience," Mr Rothwell said.

Suncorp Bank Regional General Manager North Queensland, Brad Steele, said that as Australia's only truly regional bank, Suncorp's commitment to Townsville and the North Queensland region had never been stronger.

"We have appointed a further five business banking specialists in the region – two of these are based in Townsville. We are able to offer a complete banking service within the one management team who are equipped to make decisions locally," said Brad.

"Not only do we offer customer service that consistently delivers higher satisfaction than the major banks but we have leading deposit and lending products to support our customers in Townsville and Far North Queensland.

"The Castletown branch structure supports the Bank's strategy to position its branches and ATMs in the best places to meet the needs of local customers," he said.

Suncorp's banking activities date back to 1902. The Bank now has a total of 127 branches and 33 business banking centres in Queensland alone, with an expanding network of branches and ATMs nationally.

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