



NEWS RELEASE

29 December 2010

SUNCORP SUPPORTS CUSTOMERS AFFECTED BY FLOODS

Suncorp Group is donating \$100,000 to the Queensland Premier's flood relief appeal.

This is one of a number of measures the Group is taking to assist flood victims.

The Group is also accepting donations through Suncorp Bank branches.

Suncorp has also dispatched three of its new mobile major weather event Customer Response Teams to the affected areas.

Insurance customers are being encouraged to lodge their claims as soon possible to ensure the quickest assessment.

Claims can be made by calling **13 25 24**.

Suncorp Bank CEO David Foster said widespread flooding impacted a number of communities.

"Queensland families have had to leave their homes because of the floods, I know that every dollar raised will count.

For banking customers, the bank will provide financial assistance to its many personal and business customers in the region.

"We are working closely with them to ensure their requirements are met through this difficult period," he said.

Some of the options available include:

- An opportunity to suspend home loan repayments for a period
- Residential, business and agricultural loan restructuring without the cost of most bank fees
- Waived early withdrawal fees for those customers wishing to withdraw from term deposits
- Credit card relief where necessary

"This is an extraordinary tragedy, and we will do what we can to alleviate their financial worries," Mr Foster said.

Who to contact for further information:

Customers impacted by the floods should visit their local branch, contact their Suncorp Bank Relationship Manager, or phone Suncorp on **13 11 75**.

Suncorp is one of Australia and New Zealand's largest diversified financial services providers, supplying banking, insurance and wealth management products to around 7 million customers through well-established and recognised brands such as AAMI, Australian Pensioners Insurance Agency, Shannons, Vero and Asteron, as well as Suncorp and GIO. Today Suncorp is Australia's fifth largest bank and second largest domestic general insurance group, with over 16,000 staff. Suncorp has representation in 450 offices, branches and agencies throughout Australia and New Zealand.

ENDS

For further information, please contact:

Vicky Power (Bank) Tel 0421 238 020, Marcus Taylor (Insurance) Tel 0459 824 504