

12 October 2011

Suncorp Bank Appoints National Head of Intermediaries

Steven Heavey has been appointed Suncorp Bank's Head of Intermediaries, reaffirming the Bank's commitment to the important mortgage broker market.

Suncorp Bank CEO David Foster said the appointment of Steven to the role was good news for the Bank and its third-party customers and clients nationally, and would enable further growth in the mortgage broker market.

"Steven has more than 15 years experience in financial services, predominantly specialising in intermediary distribution, having held a number of senior positions in the field at St George, ANZ and Mortgage Choice," said Mr Foster.

"Steven brings with him strong industry knowledge and a demonstrated ability to lead, develop and grow intermediary channels, and will play a pivotal role in further developing Suncorp Bank's prominence as a key player in the mortgage industry and a genuine alternative to the major banks in Australia," he said.

"We have a competitive advantage in superior customer service and a growing regional branch presence. We've got some serious advantages over our second-tier bank peers in terms of pricing and capacity, allowing us the scope to really grow in this space.

"The broker channel is a critical part of Suncorp Bank's business strategy to grow our lending portfolio and we continue to heavily invest in the channel," said Mr Foster.

Steven said he was looking forward to joining Australia's largest regional bank and capitalising on the opportunities present in the Australian market.

"It's a competitive market place, but Suncorp Bank has emerged from the global financial crisis in a very strong position and is really taking it to the major banks," said Steven.

"Suncorp Bank has a great reputation and is well known for its strong service proposition, with recent industry recognition for its ongoing improvements in the broker space, including some significant service enhancements," he said.

"Brokers want consistent turnaround times, consistency in decision making, and access to capable staff that can answer their questions and help them through the process in a timely manner. From my experience, second tier lenders including Suncorp can often afford to be more nimble with implementing change.

"I plan to review the end-to-end broker business and, as part of this, will engage heavily with the broker channel to identify any further improvements that need to be made to make doing business with Suncorp even easier.

"There are some exciting prospects for the Bank in the Australian market place and I'm proud to be a part of the industry's growth path.

"I join Suncorp Bank on Monday 17 October and look forward to drawing upon my industry experience and bringing my enthusiasm and passion to the organisation and really making a difference."

ENDS

Media Contact: Amy McDonald Phone 07 3835 5580 Mobile 0403 058 462

About Suncorp: Suncorp is one of Australia and New Zealand's largest diversified financial services providers, supplying banking, insurance and wealth management products to around 9 million customers through well-established and recognised brands such as AAMI, APIA, Shannons, Vero, Asteron and Tyndall, 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 NZ.