

20 March 2012

Suncorp Bank offers financial relief to Townsville customers

As the residents of Townsville and surrounds deal with damage caused by this morning's severe storm, Suncorp Bank is offering assistance to affected customers with a comprehensive financial relief package.

Suncorp Bank Regional General Manager for North Queensland Brad Steele said Suncorp remained fully committed to its customers in Townsville as they came to grips with the damage caused by the wild weather events.

"Affected customers may experience hardship arising from the immediate loss or damage of property and/or loss of income so we'd encourage these customers to call or visit a branch as soon as they're able to, to talk about how we can help," Mr Steele said.

"Our **Financial Relief Package** will provide affected customers with the opportunity to defer loan repayments, vary loan arrangements, have early withdrawal fees from term deposits waived, receive credit card repayment relief and access other financing options to help manage," he said.

Effective immediately, Suncorp Bank is offering the following financial relief assistance to impacted customers:

- An opportunity to defer home loan repayments for a period.
- Residential, personal, business and agricultural loan rearranging without the cost of most bank fees.
- Waived early withdrawal fees for those clients wishing to withdraw from term deposits.
- Refund of merchant rental fees for a period.
- Credit card repayment relief where necessary.
- An opportunity to defer up to three monthly repayments on equipment finance facilities.

Mr Steele said the Bank was working closely with its insurance teams to ensure its customers' requirements were being met through this difficult period.

"Extra claims and assessment staff have been dispatched into affected areas and the call centre capacity to handle enquiries has been boosted.

"We've been supporting regional and rural Australia since the days of the Ag Bank in 1902 and we'll be there to help our customers get back on their feet following these latest events," he said.

Suncorp Bank assistance

Suncorp Bank has set up a **Hardship Response Team** to deal with flood affected bank customers - **1800 225 223**

Agribusiness and commercial customers can direct all financial hardship requests firstly to their Relationship Manager. The Suncorp Bank Call Centre is the backup point of contact on **13 11 75**.



Suncorp-Metway Ltd ABN 66 010 831 722, Australian Credit Licence Number 229882 GPO Box 1453 BRISBANE QLD 4001

Phone banking is available at **13 11 25**. For internet banking and updates go to www.suncorpbank.com.au

For Insurance Claims Assistance:

Suncorp Insurance - 13 25 24

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About Suncorp:

Suncorp Group includes leading general insurance, banking, life insurance, superannuation and investment brands in Australia and New Zealand. The Group has around 16,000 employees and relationships with nine million customers. It is a Top 25 ASX listed company with over \$95 billion in assets. Today Suncorp is Australia's leading regional bank, largest domestic general insurance group, and second largest in New Zealand and has representation in 450 offices, branches and agencies throughout Australia and New Zealand.



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