

7 February 2012

### **Suncorp Bank offers financial relief to flood affected customers**

As the residents of flood affected communities across South West Queensland deal with the widespread flooding, Suncorp Bank is offering assistance to customers in the affected regions with a comprehensive financial relief package and specialist on-the-ground banking and insurance support.

Suncorp Bank Regional General Manager for South West Queensland Jim Curtis said Suncorp would remain fully committed to customers in the affected towns of Roma, Charleville, Mitchell, Alpha and St George as they came to grips with the damage caused by the devastating flood waters.

“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,” said Mr Curtis.

#### **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.

Suncorp is also accepting donations towards the Queensland Premier’s Flood Relief Appeal through its Suncorp Bank branch network.

“So many families from these towns have had to leave their homes because of the floods and I know that every dollar raised will count,” said Mr Curtis.

“Together with the Suncorp insurance team, we are working closely with our customers to ensure their requirements are met through this difficult period,” he said.

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

“Customer Response Teams are also on-the-ground to deal with the enquiries to process claims and assessments quickly.”

“We’ve been supporting Queenslanders 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**.

Phone banking is available at **13 11 25**. For internet banking and updates go to [www.suncorpbank.com.au](http://www.suncorpbank.com.au).

Any other banking enquiries can be directed to the Call Centre on **13 11 75**.

### **Suncorp Insurance Claims**

Suncorp Insurance customers can call Suncorp's claims line on **13 25 24** for assistance and to lodge their claims.

### **Media Contacts:**

Amy McDonald Suncorp Bank (07) 3835 5580 or 0403 058 462

Marcus Taylor Suncorp Personal Insurance (07) 3135 3782 or 0459 824 504

### **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.

