

28 January 2013

Suncorp Bank offers financial relief to customers affected by extreme weather events across Queensland and New South Wales

As the residents of affected communities across Queensland and New South Wales deal with extreme weather events and widespread flooding, Suncorp Bank is offering assistance to customers in the affected regions with a comprehensive financial relief package.

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.

The Bank has a **Hardship Response Team** to deal with these enquiries – **1800 225 223**.

Suncorp Bank Executive General Manager David Marshall said the Bank's relief package complemented assistance being provided by Suncorp Insurance.

"Our teams are working closely together to offer specialist on-ground support and emergency funds," Mr Marshall said.

"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.

"Call centre capacity to handle extra enquiries has been boosted and the requirement to dispatch extra claims and assessment staff as well as on-ground Customer Response Teams throughout the regions is being carefully monitored.

"Our thoughts are obviously with those directly and indirectly affected by this widespread flooding and extreme weather conditions. We're doing everything we can to assist and continue to monitor the situation across the regions very closely," Mr Marshall said.

About 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 Contact 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

Any other urgent banking enquiries can be directed to the Suncorp Bank Contact 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.

ENDS

Media Inquiries: Amy McDonald 07 3835 5580 or 0403 058 462.

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 \$96 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.