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Suncorp Bank offers support to bushfire regions

As residents of the affected regions of Tasmania, Victoria, New South Wales and the ACT come to grips with the widespread bushfire disasters, Suncorp Bank is offering assistance to customers with a comprehensive financial assistance 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 Danny Robinson said the Bank's relief package complemented assistance being provided by Suncorp's insurance brands AAMI, GIO and APIA.

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

"The Customer Response Team and Tasmanian Home and Motor Claims teams are on –hand to assist customers with their questions, lodge claims face-to-face and provide customers with our prepaid Visa Cards so they can purchase essential items such as food and clothing.

"We've got further response teams ready to be deployed throughout other regions if need be.

"Our thoughts are obviously with those directly and indirectly affected by these widespread fires. We're doing everything we can to assist and monitoring the situation across the regions very closely," he said.

Suncorp Bank is collecting donations for the 2013 Tasmanian Bushfires Appeal throughout its national branch network, as well as via internet and mobile banking. The public can also donate to the Appeal via Suncorp's Brighter Futures community giving site here:

<http://www.suncorpgroupbrighterfutures.com.au/>

Customers can contact Suncorp Bank and talk to a real person on 13 11 75 for further information.

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.