

18 September 2013

Suncorp Bank raises the bar

Suncorp Bank is so confident in our broker proposition and turnaround times, we're putting our money where our mouth is.

Suncorp Bank is promising their broker partners initial credit assessment within 48 hours or they will refund the broker's customer \$500.

"We're so confident we're getting it right, we've introduced a Service Guarantee," Steven Heavey, Head of Intermediaries.

The Service Guarantee gives brokers the confidence to set expectations with their customers, and meet, if not, exceed those expectations.

Quick turnaround times at Suncorp Bank are not new – we've been consistently delivering initial credit decisions within 48 hours for over 12 months.

What is bold is to guarantee our service and back it up with \$500, no-one else in market is confident or willing to do the same.

"We encourage brokers who have not used us to give us an opportunity to experience quick and consistent turnaround times."

"Guaranteed service turnaround gives our broker partners' confidence and allows them to devote more time to their business, customers and referral network," Mr Heavey said.

Suncorp Bank understands that it's important in building the broker and customer relationship, for the customers to confidently place their trust in the broker and Suncorp Bank to meet their commitments.

Talk to your BDM or ring 1300 308 973 or visit business.partners.com.au

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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 20 ASX listed company with over \$93 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.