

9 April 2014

Suncorp Bank launches new banking experience in Hamilton

Suncorp Bank will officially open its new Hamilton branch on Friday, providing a new approach to customer service.

The branch's interactive format responds to the changing demands of our customers, combining technology and genuine face to face service to meet their banking needs.

Suncorp Bank Regional General Manager for Brisbane Central Damian Hearne said the new branch design was driven by the need to engage with our customers in a different way.

"The Hamilton branch is more aligned with the changing trends of customer behaviour and the way in which traditional bank branches are used. It's a new way forward for Suncorp Bank to interact with its customers.

"Essentially it's a new branch experience providing better options and more choice, Mr Hearne said.

The branch is equipped with a range of new technology, including an Intelligent Deposit ATM, a Coin Counting Machine, iPads and a Teller Cash Recycler.

Mr Hearne said the aim of the new branch was to simplify the experience and free-up time for staff and customers to really connect. "All the new technological features are designed to enable staff to spend more time finding solutions to meet our customers' goals", Mr Hearne said.

Suncorp Bank's Chief Executive Officer John Nesbitt will officially open the branch and meet with business and personal customers.

Mr Hearne said Suncorp was proud to have been supporting the Hamilton area for more than 25 years and remained committed to the busy community.

"We feel confident our customers will enjoy this enhanced customer-focused style of service," Mr Hearne said.

The new branch, located at 85 Racecourse Road, will be officially opened at 10.30am on Friday 11 April.

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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.