

# ASX Announcement

One Company  
Many Brands



14 September 2011

## RBS Morgan Annual Queensland Conference

Please find attached the presentation given by John Nesbitt, Chief Financial Officer, Suncorp Group Limited to the RBS Morgan Annual Queensland Conference.

**ENDS**

For further information please contact:  
Analysts / Investors: Samantha Miller, 07 3135 2415



**RBS Morgan Annual Queensland Conference**

**John Nesbitt**  
Suncorp Group Chief Financial Officer

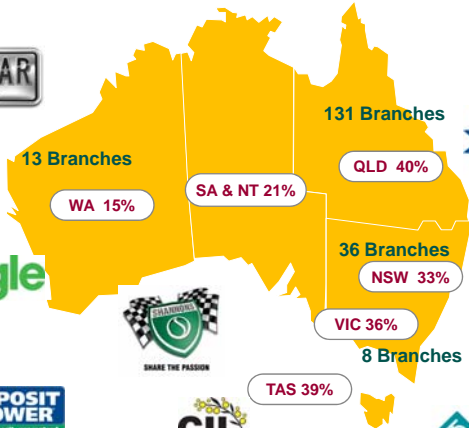
14 September 2011



## Suncorp Overview

Personal Insurance market share and Bank branches nationally

**Personal Insurance Market share in each State<sup>1</sup>**



**AAMI**  
**JUST CAR INSURANCE**  
**GIO**  
**new Apia**  
**bingle.com.au**  
**rewarding experience**  
**Insure MyRide**  
**DEPOSIT POWER**  
**CIL**  
CARAVAN AND RV INSURANCE  
**SHARE THE PASSION**  
**SUNCORP Insurance**  
**asteron**  
**vero**  
**AA Insurance**  
**terri scheer**  
One Company Many Brands  
**SUNCORP GROUP**

<sup>2</sup> <sup>1</sup>Roy Morgan market share (June 2011)

## Transformation – an ongoing process

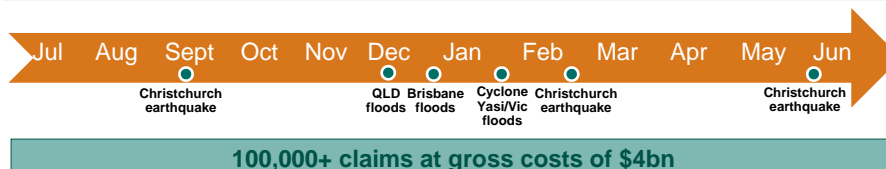
Stabilise	Simplify and strengthen	Execute
<b>FY10</b>	<b>FY11</b>	<b>FY12</b>
<ul style="list-style-type: none"> <li>Stabilise the balance sheet</li> <li>Appoint the executive team</li> <li>Commence the simplification process</li> <li>Build the business model</li> <li>Identify the building blocks</li> </ul>	<ul style="list-style-type: none"> <li>Establish the NOHC</li> <li>Strengthen the balance sheet</li> <li>ONE employment agreement</li> <li>ONE pricing engine</li> <li>ONE claims process</li> <li>ONE view of the customer</li> </ul>	<ul style="list-style-type: none"> <li>Drive diversified business model through:                             <ul style="list-style-type: none"> <li><b>Capital</b> – higher quality, fungible and flexible capital management strategy</li> <li><b>Cost</b> – cost efficiencies through Group synergies</li> <li><b>Customer</b> – access to Group customers for all brands</li> <li><b>Culture</b> – employees working together as a ONE team</li> </ul> </li> </ul>

3

## Result highlights

### Achievements

- Group profit of \$453 million
- On track to deliver \$235 million in annual building blocks benefits and increase underlying ITR by at least 3%
- General Insurance premium growth of 5.2% (excluding product exits)
- RoE 15%+ in Core Bank with system lending growth and new branch rollout
- Run-off of Non-core Bank ahead of plan with total exposure reduced to \$7.7 billion
- Life Risk New Business sales up 21% with Direct sales up 44%
- Capital surplus of \$1,245m above operating targets



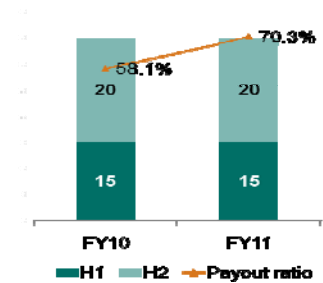
4

## Capital strength

### Capital initiatives during 2010/11

- Redeemed \$520m in subordinated debt
- Redeemed \$42m in reset preference shares
- Established the NOHC and revised targets
- Increased the dividend target payout ratio to between 50% and 70% of cash earnings
- Declared final dividend at top of revised payout range
- Maintain a zero discount on the DRP and buy DRP shares on-market

### Dividend (cents per share)



### Capital at 30 June 2011 (post-final dividend)

A\$m	GI	Bank	Life	NOHC and other group entities	SUN Group
Total Capital	3,525	4,668	1,763	698	10,654
Surplus Capital	466	372	77	330	\$1,245m excess of internal targets

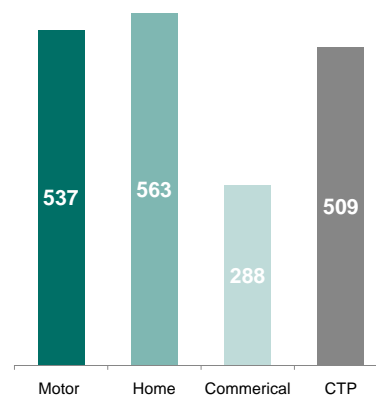
5

## Suncorp in Queensland

### Our back yard.....

- Head Office
- 6,600 employees
- 40% home market share
- 39% motor market share
- 50% CTP market share
- 131 Bank branches
- 8% mortgage market share<sup>1</sup>
- 23% IFA New Business market share

### Gross Written Premiums (A\$m)



1. ABS – Australian Housing and Finance Statistics, July 2011

6

## Natural Hazard Impacts - Queensland

Around \$1.2 billion in gross claims cost in Queensland

Major events (A\$m)	Gross Costs (A\$m)	Net Costs (A\$m)
Brisbane storms/floods in October 2010	10	10
SEQ hail/rain in December 2010	43	43
Central and Southwest Queensland floods in December 2010	103	103
Rockhampton floods in January 2010	20	20
Toowoomba and Brisbane floods in January 2010	686	116
North Queensland impact of Cyclone Yasi in February 2010	320	10
<b>Natural hazard events in Queensland</b>	<b>1,182</b>	<b>302</b>
Natural hazard events in the rest of Australia	234	108
Natural hazard events in New Zealand	2,541	114
<b>Total natural hazard events for the Suncorp Group in 10/11</b>	<b>3,957</b>	<b>524</b>

7

## Natural hazard impacts - Queensland

Suncorp supporting Queensland....

- Approx 36,000 home & motor claims lodged
- 92% claims underway
- \$500m already paid
- All displaced QLD residents **to be home before XMAS**
- 200-strong Recovery taskforce set-up



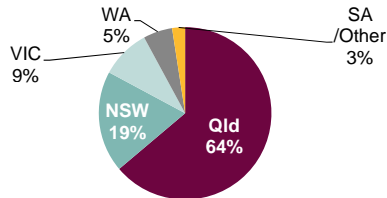
- Approx 1,800 hardship cases in Feb reduced to 20 by July
- Offering 50 small business grants of \$5,000
- Agri roadshows with Hydrology & Metrological experts

Suncorp to inject \$1.2bn into the Queensland economy

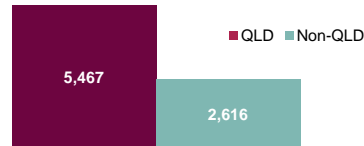
8

## Suncorp Bank in Queensland

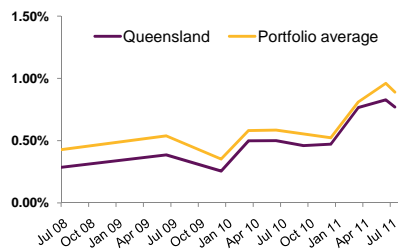
### Total core lending



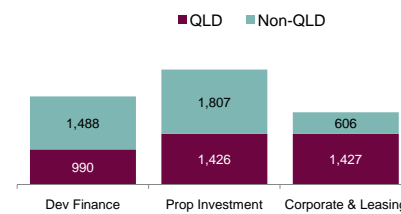
### Core Business Bank portfolio (A\$m)



### Home lending arrears – 31 July 2011

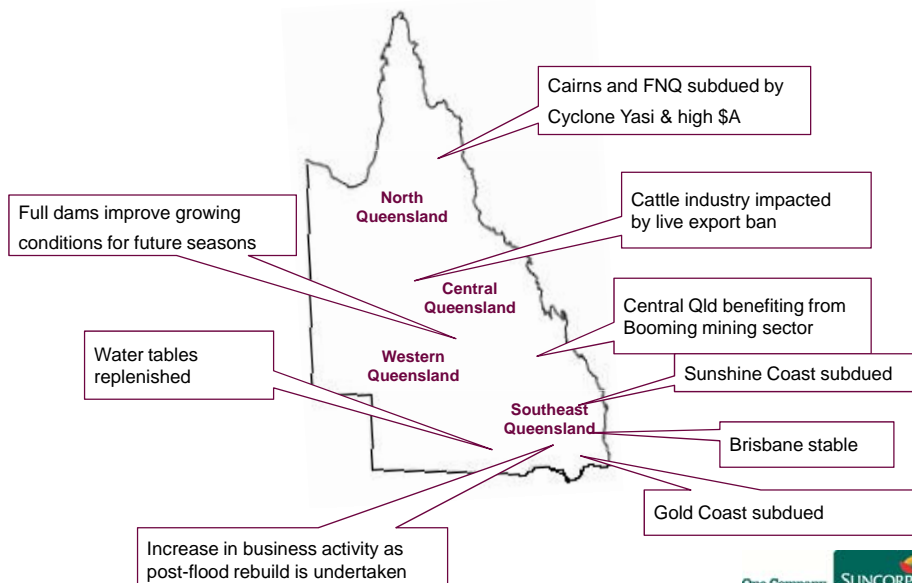


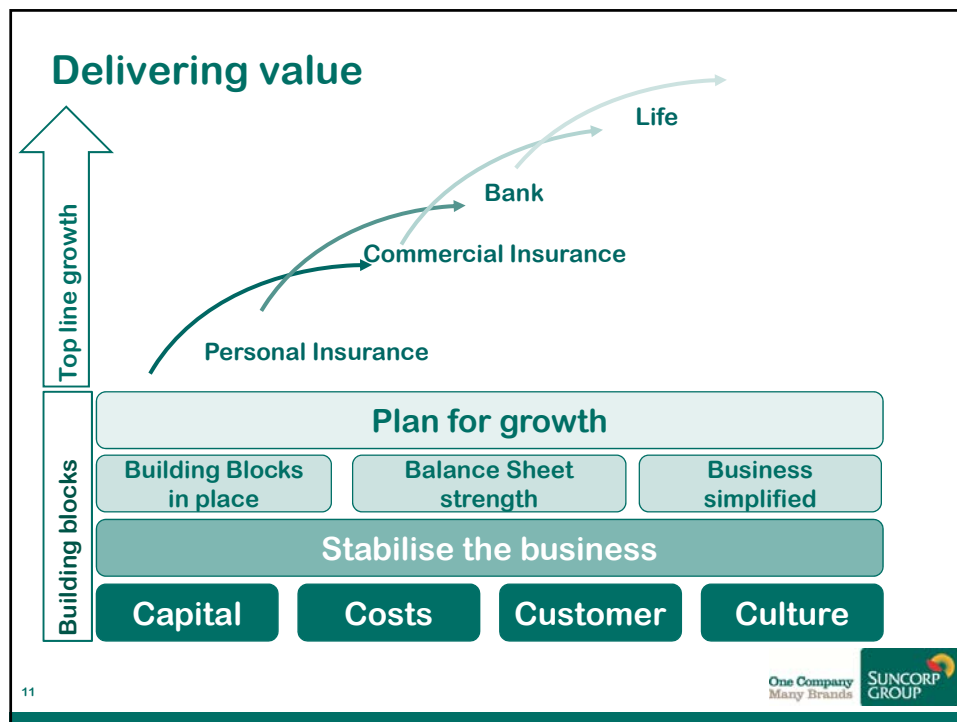
### Non-core Business Bank portfolio (A\$m)



9

## Going forward: multi-speed economy





## Important disclaimer

This presentation contains general information which is current as at 14 September 2011. It is information given in summary form and does not purport to be complete.

It is not a recommendation or advice in relation to Suncorp Group Limited ('Suncorp') or any product or service offered by Suncorp or any of its subsidiaries. It is not intended to be relied upon as advice to investors or potential investors, and does not take into account the investment objectives, financial situation or needs of any particular investor. These should be considered, with or without professional advice, when deciding if an investment is appropriate.

This report should be read in conjunction with all other information concerning Suncorp filed with the Australian Securities Exchange.

The information in this report is for general information only. To the extent that the information may constitute forward-looking statements, the information reflects Suncorp's intent, belief or current expectations with respect to our business and operations, market conditions, results of operations and financial condition, capital adequacy, specific provisions and risk management practices at the date of this report. Such forward-looking statements are not guarantees of future performance and involve known and unknown risks and uncertainties, many of which are beyond Suncorp's control, which may cause actual results to differ materially from those expressed or implied.

Suncorp undertakes no obligation to update any forward-looking statement to reflect events or circumstances after the date of this report (subject to stock exchange disclosure requirements).