

3 February 2011

Suncorp Bank offers financial relief to cyclone affected customers

As North Queenslanders face the full extent of damage caused by Tropical Cyclone Yasi, Suncorp Bank is offering assistance to customers in cyclone affected regions with a comprehensive financial relief package and specialist on-ground support.

Suncorp Bank Executive General Manager Queensland David Marshall said the Bank would remain fully committed to customers as they dealt with the aftermath of Cyclone Yasi.

“We’ve been supporting Queenslanders since the days of the Ag Bank in 1902 and we’ll be there to help our customers get back on their feet following this major event,” he said.

“Our **Financial Relief Package** will provide affected customers with the opportunity to defer loan repayments, vary loan arrangements, have early withdrawal fees from term deposits waived, receive credit card repayment relief and access other financing options to help through this extreme event.

“The Bank’s relief package complements Suncorp Insurance’s existing customer response efforts, including specialist on-ground banking and insurance support.

“Customer Response Teams have been mobilised in the Innisfail and Tully regions, with mobile claims centres available in Cairns and Townsville to assist customers with lodgements and other insurance and banking queries.

“Most of Suncorp’s ATMs in the region are fully operational, with Suncorp customers able to use both Suncorp and Bendigo ATMs free of charge.

“As Australia’s largest insurer and fifth largest listed bank, we are accustomed to supporting and responding to customers in circumstances such as this, while protecting our own business through robust reinsurance arrangements.

“We’re well equipped to help our personal, business and agribusiness customers manage through this cyclone disaster.”

Suncorp Bank is offering the following financial relief assistance to impacted customers:

- An opportunity to suspend home loan repayments for a period.
- Loan variations for residential, personal, business and agricultural customers.
- Waived early withdrawal fees for those clients wishing to withdraw from term deposits.
- Credit card repayment relief where necessary.
- An opportunity to defer up to three monthly repayments on equipment finance facilities.
- Waived merchant rental fees for a period.

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

Agribusiness and commercial customers can direct all financial hardship requests firstly to the Relationship Manager. The Suncorp Bank Call Centre is the backup point of contact on **13 11 75**.

Phone banking is available at 13 11 25. For internet banking and updates on branches and ATMs in North Queensland go to www.suncorpbank.com.au

Any other banking enquiries can be directed to the Call 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 Contact: Amy McDonald 07 3835 5580 or 0403 058 462

About Suncorp:

Suncorp is one of Australia and New Zealand's largest diversified financial services providers, supplying banking, insurance and wealth management products to around 7 million customers through well-established and recognised brands such as AAMI, APIA, Shannons, Vero and Asteron, as well as Suncorp and GIO. Today Suncorp is Australia's fifth largest bank and Australia's largest insurer, with over 16,000 staff. Suncorp has representation in 450 offices, branches and agencies throughout Australia and New Zealand.