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Banking relief package for customers impacted by Queensland and New South Wales floods

Suncorp Bank has announced a financial relief package to support customers affected by the flooding in Queensland and New South Wales.

Suncorp Bank CEO David Foster said the widespread flooding was affecting customers throughout central Queensland and areas of New South Wales and customers may experience hardship arising from the immediate loss or damage of property and/or loss of income.

"We'd encourage customers to call or visit a branch as soon as they're able to, to talk about how we can help," he said.

Effective immediately, Suncorp Bank will be offering the following relief assistance to impacted customers:

- An opportunity to suspend home loan repayments for a period.
- Residential, personal, business and agricultural loan restructuring 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.

*Customers impacted by the floods should visit their local branch, contact their Relationship Manager, or phone Suncorp on **13 11 75**.*

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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, Australian Pensioners Insurance Agency, Shannons, Vero and Asteron, as well as Suncorp and GIO. Today Suncorp is Australia's fifth largest bank and second largest domestic general insurance group, with over 16,000 staff. Suncorp has representation in 450 offices, branches and agencies throughout Australia and New Zealand.

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