Building futures and protecting what matters

19 AUGUST 2024

Financial results for the year ended 30 June 2024

Suncorp Group Limited | ABN 66 145 290 124

Basis of Preparation

Suncorp Group ('Group', 'the Group', 'the Company' or 'Suncorp') is comprised of Suncorp Group Limited (SGL) and its subsidiaries, its interests in associates and jointly controlled entities. The Group's results and historical financial information are reported across four functions: Consumer Insurance, Commercial and Personal Injury Insurance, Suncorp New Zealand and Suncorp Bank.

On 31 July 2024 Suncorp successfully completed the sale of Suncorp Bank to Australia and New Zealand Banking Group Limited. This follows approval from the Australian Competition Tribunal in February 2024, and the passing of legislation by the Queensland Government to amend the Metway Merger Act and approval from the Federal Treasurer under the Financial Sector (Shareholdings) Act in June 2024. The financial performance of Suncorp Bank has been reported as a function of the Group for the full financial year to 30 June 2024.

From 1 July 2023, reporting for the General Insurance and New Zealand Life business is under AASB 17, the new accounting standard for insurance contracts, and comparative periods have been restated. On 11 December 2023, further information regarding the accounting standard was provided to the ASX via an AASB 17 FY23 pro forma and presentation.

Net profit after tax (NPAT) for the Group is measured in accordance with Australian Accounting Standards. Profit after tax from functions, associated ratios and key statistics are based on the segment reporting disclosures that follow Suncorp's operating model.

All figures have been quoted in Australian dollars, rounded to the nearest million, unless otherwise denoted. The Suncorp New Zealand section reports the profit contribution and underlying profit contribution tables in both A$ and NZ$, and all other Suncorp New Zealand tables and commentary in NZ$.

All figures relate to the full year ended 30 June 2024 and comparatives are for the full year ended 30 June 2023, unless otherwise stated. Where necessary, comparatives have been restated to reflect any changes in table formats or methodology. Movements within the financial tables have been labelled 'large' where there has been a percentage movement outside the range of 500% to (500%). If a line item changes from negative to positive (or vice versa) between periods, this has been labelled 'n/a'.

Group, General Insurance and divisional reporting tables and charts exclude emergency services levies (ESL) and transitional excess profits and losses (TEPL).

On 4 April 2024, Suncorp announced a share sale and purchase agreement with Resolution Life NOHC Pty Ltd, Resolution Life Group's holding company in Australia and New Zealand, to sell the New Zealand life insurance business, Asteron Life Limited. The sale is subject to New Zealand regulatory approvals and notifications including the Reserve Bank of New Zealand, the Overseas Investment Office and Commerce Commission. The financial performance of New Zealand life will continue to be reported as a function of the Group until completion occurs.

Disclaimer

This report contains general information on the Group and its operations, which is current as at 19 August 2024. Information relating to Suncorp Bank financial results is current as at 31 July 2024. It is information given in summary form and does not purport to be complete.

It is not a recommendation or advice in relation to the Group 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 factors 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 (ASX). To the extent that the information may constitute forward-looking statements, the information reflects Suncorp's intent, belief or current expectations with respect to the 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. There can be no assurance that actual outcomes will not differ materially from these forward-looking statements.

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

There are a number of other important factors which could cause actual results to differ materially from those set out in this presentation, including the risks and uncertainties associated with the Australian and global economic environments.

Table of contents

Suncorp Group Limited
ABN 66 145 290 124

Level 23, 80 Ann Street
Brisbane Qld 4000
suncorpgroup.com.au

ASX Announcement
FY24 Financial Results

19 August 2024

FY24 result delivers growth and returns

Group NPAT	Natural Hazards	Net investment returns	General Insurance GWP	Bank Home lending	FY Dividend per share
$1,197 million	**$1,235 million**	**$661 million**	**$14.1 billion**	**$57.0 billion**	**78 cents**
pcp $1,071 million	$125 million below allowance	pcp $451 million[i]	↑ 13.9%[ii]	↑ 4.0%	72% payout ratio

- Underlying insurance trading ratio (UITR) in the General Insurance business of 11.1%, up from 10.6%, and an underlying insurance services ratio (UISR) of 9.2%, up from 8.2%.
- Net investment returns of $661 million, up from $451 million.
- Common Equity Tier 1 (CET1) capital held at Group of $203 million, with appropriate levels of capital maintained across the business units.
- Fully franked full year ordinary dividend of 78 cents per share, representing a payout ratio of 72% of cash earnings.
- The Group successfully completed the sale of Suncorp Bank to Australia and New Zealand Banking Group Limited (ANZ) on 31 July 2024.
- Net proceeds from the sale of the Bank largely unchanged at c.$4.1 billion with the majority expected to be returned to shareholders around the first quarter of calendar year 2025.

Suncorp Group Limited (ASX: SUN | ADR: SNMCY) today reported an increase in earnings driven by improved underlying margins, positive investment returns and natural hazard costs below allowances. Group net profit after tax (NPAT) was $1,197 million (pcp $1,071 million) while cash earnings increased to $1,372 million (pcp $1,177 million). The Bank, which was sold to ANZ on 31 July, contributed NPAT of $379 million (pcp $470 million).

Suncorp CEO, Steve Johnston said: "While the headline results represent strong increases on the prior year it's important to point out that the past three years have been very challenging for all insurance companies with inflation, natural hazards and a fundamental resent in global reinsurance markets. It's pleasing that we navigated these challenges, and the complexity of the bank sale, and our earnings have rebounded to roughly where they were previously."

In the General Insurance business, gross written premium (GWP) increased by 13.9% reflecting both unit growth and targeted price increases in response to higher costs from reinsurance, natural hazards and claims inflation.

The UITR or margin for 2H24 in the General Insurance business increased to 12.0%, with the full year increasing from 10.6% to 11.1%. The improvement was supported by revenue growth, the impact on earnings from price increases in response to higher input costs, and from efficiency gains in the business.

Higher net investment income of $661 million was driven by a strong underlying yield on the interest-earning portfolio and stronger equity markets.

The total cost of natural hazard events was $1,235 million, $125 million below the Group's allowance. The Group managed 12 separate weather events in Australia and one event in New Zealand, as well as events covered by the Cyclone Reinsurance Pool (CRP). The Group's natural hazard allowance for FY25 is $1,560 million with a comprehensive reinsurance program placed successfully at a cost broadly in line with the prior year.

Total net reserves for the year were strengthened by $124 million, largely in the first half across several portfolios. Compulsory Third Party (CTP) releases were below the reserve release assumption of 0.7% driven by broad based superimposed inflation in Queensland.

Total Group operating expenses increased 8.5%[iii] to $2.5 billion, largely reflecting growth related expenditure, inflationary pressures on wages and technology costs, and an increase in Bank costs. This was partly offset by benefits from productivity and the delivery of strategic initiatives during the year, resulting in improved insurance expenses ratios.

Other loss after tax increased $28 million to $103 million, driven by higher external interest expenses and minority interest profits. The Group incurred Bank separation costs of $151 million after tax through the year.

The Board has determined to pay a fully franked final ordinary dividend of 44 cents per share. This brings total fully franked ordinary dividends for FY24 to 78 cents per share. The Group's full year dividend payout ratio of 72% of cash earnings is around the middle of the target payout ratio range of 60% to 80%.

CET1 capital held at Group is $203 million, with improving General Insurance capital ratios. Suncorp will continue to be disciplined in managing capital and remains committed to returning capital in excess of the needs of the business to shareholders.

Mr Johnston said the result demonstrated momentum across the business and set a strong foundation for the insurer's FY25-27 plan.

"While the bank sale process continued through the year, our insurance portfolios have remained focused on improving our underlying business and customer experiences. As a pureplay insurer, we now look forward to investing in our business and delivering greater value for our customers and communities as well as our shareholders.

"We acknowledge it has been a challenging period for our customers amid ongoing inflationary pressures and the continuing impact of severe weather events, particularly in Queensland in late 2023.

"Over the past five years we have managed around 700,000 natural hazard claims at a cost of more than $9 billion. This step-up in the frequency and severity of weather events has impacted the cost of reinsurance and the amount we set aside in our natural hazard allowance. Together these input costs have increased by more than $1 billion and much of this has unfortunately flowed through to customers. On top of this has been the inflation that has been embedded in the Australian and New Zealand economies.

"As we have outlined previously, the impacts of climate change, a reassessment and repricing of risk by global reinsurers, the planning and zoning mistakes of the past and stubborn inflation have converged to put upward pressure on insurance pricing.

"Suncorp remains committed to working alongside government, the wider insurance industry and our communities to respond to these challenges," Mr Johnston said.

He said Suncorp had also incorporated learnings from the major claims events in 2022. "I recognise that we must continuously improve our processes and communications in order to meet the changing needs of our customers."

"Using our new pricing engine, we are continuing to carefully manage input costs, and pleasingly some of these pressures have moderated in the last six months, with average written premiums easing for our Australian customers," he said.

"To put further downward pressure on inflation we have expanded our motor repairer panel and invested in technology and process improvement to improve end-to-end customer experience and claims costs. In home we are taking a variety of actions to manage large fire and water claims that have increased this year.

"Our ability to support our customers and the wider community during future events will be improved by our investment in a disaster response centre of excellence out of our Brisbane headquarters, as part of our commitments agreed with the Queensland government through the sale of the Bank."

Mr Johnston said that with the bank sale complete and the reinsurance markets stabilising, Suncorp was now in a position to consider other covers and alternative reinsurance structures. "Any proposal would need to be in the long-term interests of our shareholders; therefore value accretive and consistent with our strategic priorities."

	FY24 ($m)	FY23 ($m)	Change (%)
Consumer Insurance	424	200	112.0
Commercial & Personal Injury	381	443	(14.0)
Suncorp New Zealand	213	82	159.8
Suncorp Bank	379	470	(19.4)
Profit after tax from functions[iv]	**1,475**	**1,252**	**17.8**
Other profit (loss) after tax	(103)	(75)	(37.3)
Cash earnings	**1,372**	**1,177**	**16.6**
Group net profit after tax	**1,197**	**1,071**	**11.8**

Consumer Insurance

Consumer Insurance profit after tax	GWP
$424 million	**$7,526 million**

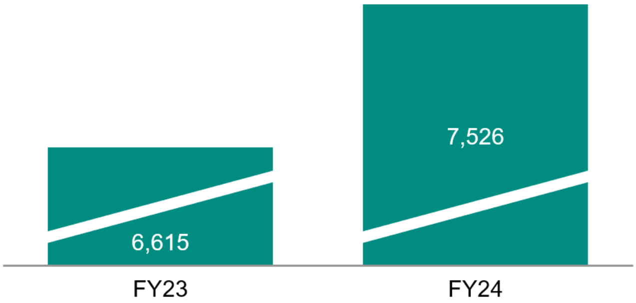
Consumer Insurance delivered profit after tax of $424 million, up from $200 million, with continued momentum in revenue growth driving margin repair. The UISR increased from 3.4% to 6.3%.

The Motor portfolio achieved GWP growth of 16.2%, with unit growth of 1.8% and Average Written Premium (AWP) growth of 14.4%.

Home GWP grew 10.3%, with unit growth of 1.4% and AWP growth of 8.9%. The entry into the CRP resulted in lower premiums to customers which is reflected in lower AWP growth.

Net incurred claims increased by 14.0% to $4,953 million, reflecting increased exposure due to higher units, unfavourable development on prior year claims and ongoing working claims inflation particularly in the Home portfolio.

GROSS WRITTEN PREMIUM
Consumer ($m)



Commercial & Personal Injury Insurance

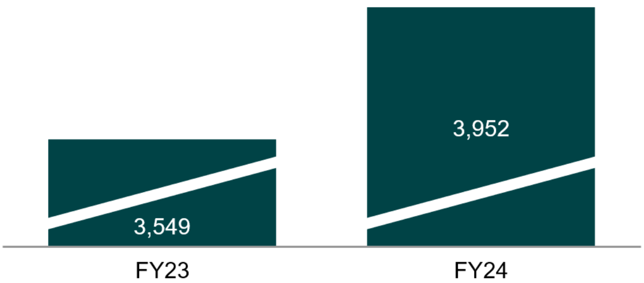
Commercial & Personal Injury profit after tax	GWP
$381 million	**$3,952 million**

Commercial & Personal Injury profit after tax of $381 million declined $62 million, with the prior year benefitting from the release of the business interruption provision of $124 million. On an underlying basis, which is normalised for reserve releases, profit after tax increased 11.0%.

GWP growth was achieved across all portfolios and was particularly strong across the Commercial (Tailored Lines) portfolio which was up 14.9%, especially in Fleet and Commercial Property.

Underlying net incurred claims of $2,338 million increased 13.2% (excluding the business interruption release in FY23 and other prior year reserve release movements), reflecting portfolio growth and claims inflation, partly offset by the impact of higher risk free rates on the discounting of new claims.

GROSS WRITTEN PREMIUM
Commercial & Personal Injury ($m)

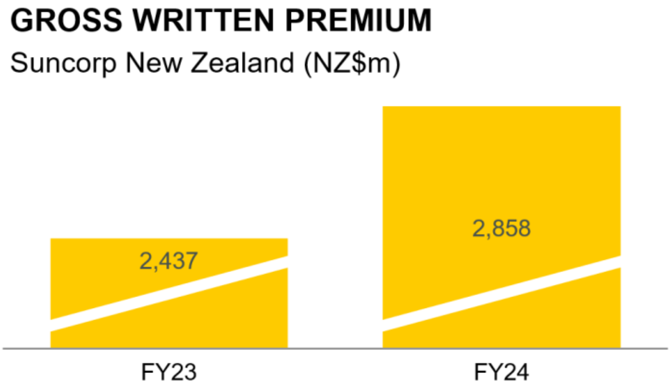


Suncorp New Zealand

Suncorp New Zealand profit after tax	GWP
NZ$230 million	**NZ$2,858 million**

Suncorp New Zealand delivered profit after tax of NZ$230 million.

General Insurance profit after tax of NZ$211 million (pcp NZ$65 million) benefitted from benign natural hazard claims experience, with the prior year impacted by significant weather events. The General Insurance business also benefited from strong top line growth, a moderation in working claims experience, and improved investment income.



GWP of NZ$2,858 million increased 17.3%, with the Vero Intermediated and AA Insurance brands recording growth of 14.5% and 23.2%, respectively. Growth reflected the pricing response to higher input costs and claims inflation, along with solid unit growth, largely in the Consumer portfolios.

Net incurred claims of NZ$1,228 million increased 0.2%. Natural hazard costs were lower relative to the prior year; however, working claims were impacted by unit growth and inflationary pressures that have moderated through the year.

Life Insurance profit after tax of NZ$19 million, was down NZ$7 million or 26.9%, with an increase in planned profit margins offset by an unfavourable experience. Annual in-force premium of NZ$336 million grew 5.3%.

Suncorp Bank

Suncorp Bank profit after tax	Home lending
$379 million	**$57.0 billion**

Suncorp Bank profit after tax decreased 19.4% to $379 million, impacted by competitive pressures on NIM and increased operating expenses.

NIM decreased 14 basis points to 1.82%, driven by a shift in deposit mix towards higher yielding savings products and persistent competition in lending.

The Bank continued to strengthen Home lending, growing the portfolio by $2.2 billion or 4.0%. Business lending grew 3.3% to $12.9 billion with growth across all portfolios.

Home lending 90+ days past due loans increased from 0.51% to 0.70% of the portfolio, although this remained below long-term trends demonstrating a high-quality lending portfolio. The Bank's Expected Credit Loss (ECL) increased $10 million to $200 million, largely from credit rating downgrades on a small number of business banking customers.

Suncorp Bank sale

On 31 July 2024, Suncorp successfully completed the sale of Suncorp Bank to ANZ. This followed approval from the Australian Competition Tribunal in February 2024, and the passing of legislation by the Queensland Government to amend the Metway Merger Act and approval from the Federal Treasurer under the Financial Sector (Shareholdings) Act in June 2024. Expected net proceeds of around $4.1 billion remain materially unchanged. The current expected statutory profit on sale is around $235 million. The final profit on sale, sale proceeds and capital return will be determined following the process of completion accounts, the receipt of a ruling by the Australian Tax Office, and approvals from shareholders, the Board and the Australian Prudential Regulation Authority. As previously announced, the Group remains committed to returning the majority of proceeds to shareholders, subject to the needs of the business. The return will be primarily by way of a capital return and accompanying pro rata share consolidation and a smaller fully franked special dividend component. This is anticipated to occur around the first quarter of calendar year 2025.

Suncorp has entered a Transitional Service Agreement with ANZ to provide a range of services to Suncorp Bank. The majority of transitory business and technology services are planned to be exited within 2 years with the remainder exited no later than 5 years post completion. A transitional trademark licensing agreement allows ANZ to use the Suncorp Bank brand for 5 years. ANZ has an option to renew the agreement for a further 2 years.

Mr Johnston said: "I'm pleased the Bank has been handed over in good shape to ANZ, reflecting our clear strategy to improve its overall performance and risk maturity over the past four years. Throughout the two-year process the Bank team maintained its focus, delivering strong direct and broker net promoter scores, improved turnaround times and consistently high employee engagement scores."

New Zealand Life sale

On 4 April 2024, Suncorp Group Limited announced that it had entered into a share sale and purchase agreement with Resolution Life NOHC Pty Ltd to sell its New Zealand Life Insurance business, Asteron Life Limited. The sale, which is expected to complete around the end of January 2025, is subject to approval from the Reserve Bank of New Zealand. Approval from the Overseas Investment Office has been obtained and no objections were raised by the New Zealand Commerce Commission. The estimated net proceeds from the sale of the New Zealand Life business are around $270 million.

Strategy update

Following the successful completion of the sale of Suncorp Bank and the announced sale of New Zealand Life, the business is positioning itself as a focused, trans-Tasman general insurer centred around three operating divisions: Consumer, Commercial & Personal Injury and Suncorp New Zealand. The organisation has strong market positions in each division with ambitions to maintain or grow market share with clear financial parameters. Suncorp's FY25-27 strategy focuses on generating appropriate risk adjusted returns within each portfolio, supported by improved resilience across the business with increased investment in growth, a robust natural hazards allowance, focused management of expenses and less reliance on prior year reserve releases. The strategy is also enabled by investment in two strategic initiatives: Platform Modernisation and Operational Transformation. These will focus on continuing to upgrade the organisation's core systems, including the policy administration system, and deploying new artificial intelligence capabilities.

The strategy has clear financial settings that aim to deliver sustainable returns above the group's cost of capital:

- Financial guiderails
  - UITR margin of between 10 – 12%
- Capital targets
  - CET1 capital target operating range 1.025 – 1.325x PCA
- Shareholder returns
  - Consistent payout ratio at the mid-point of the 60-80% range of cash earnings
  - Active capital management including systematic on-market buybacks

FY25 outlook

Growth: GWP growth expected to be in the mid to high single digits, primarily driven by increases in AWP albeit with moderating premium rates as the reinsurance market stabilises and inflationary pressures ease slightly in some portfolios.

Underlying ITR: Supported by the continued earn through of elevated premium rates as inflation begins to moderate. Investment yields are expected to reduce as market expectations for interest rates decline in anticipation of a stabilisation in inflation. For FY25, prior year reserve releases in CTP are expected to be around 0.4% of Group net insurance revenue, with releases in other portfolios expected to be neutral over the year. An UITR towards the top of the 10% to 12% range is targeted.

Operating expenses: Expense ratios are expected to be broadly flat including the investment required to support strategic investments and continue to grow the business.

Capital: The Group will maintain its disciplined approach to active capital management, with a payout ratio at the mid-point of the 60% to 80% range of cash earnings.

Strategic targets: Delivering a growing business with a sustainable return on equity above the through-the-cycle cost of equity.

Authorised for lodgement with the ASX by the Suncorp Group Board.

Analysts/Investors

Neil Wesley
+61 498 864 530
neil.wesley@suncorp.com.au

Kyran McGushin
+61 438 087 980
kyran.mcgushin@suncorp.com.au

Media

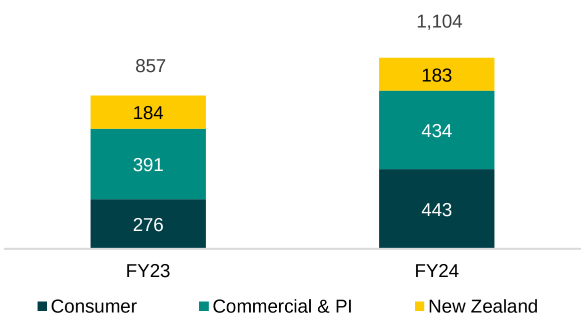
James Spence
+61 436 457 886
james.spence@suncorp.com.au

[i] Net investment income is investment income on insurance funds and shareholders' funds and discount unwind and market rate adjustments on claims liabilities.
[ii] All changes refer to the prior corresponding period unless otherwise stated.
[iii] Excludes emergency services levies, transitional excess profits and losses (TEPL) provision, commission and restructuring expenses.
[iv] Profit after tax from functions includes Internal Reinsurance arrangements (FY24: $78 million, FY23: $57 million).

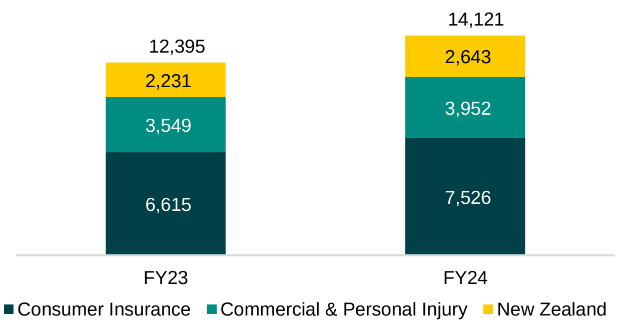
1. Group result overview

	FY24 $M	FY23 $M	FY24 v FY23 %
Consumer Insurance	424	200	112.0
Commercial & Personal Injury	381	443	(14.0)
Suncorp New Zealand	195	59	230.5
Internal Reinsurance	78	57	36.8
General Insurance profit after tax	**1,078**	**759**	**42.0**
New Zealand Life	18	23	(21.7)
Suncorp Bank	379	470	(19.4)
Profit after tax from ongoing functions	**1,475**	**1,252**	**17.8**
Other profit (loss) after tax	(103)	(75)	(37.3)
Cash earnings	**1,372**	**1,177**	**16.6**
Net profit (loss) on sale of divested/divesting operations	(161)	(91)	(76.9)
Acquisition amortisation	(14)	(15)	6.7
Net profit after tax	**1,197**	**1,071**	**11.8**

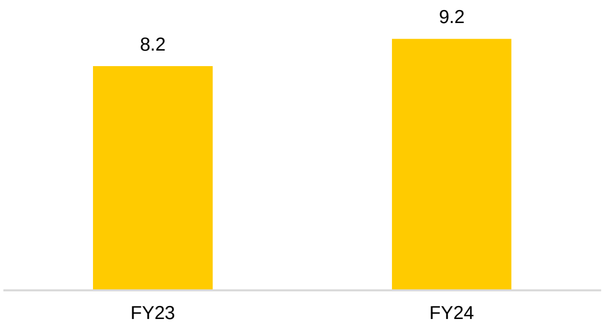
GI UNDERLYING PROFIT ($M) [1]



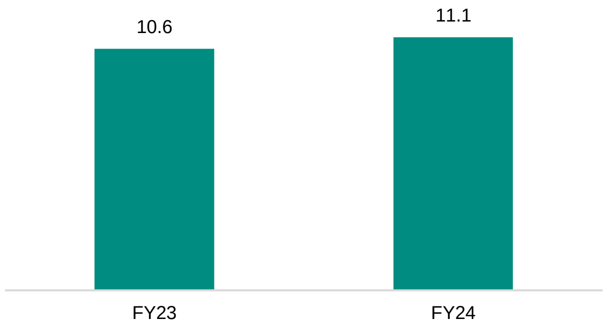
GROSS WRITTEN PREMIUM ($M)



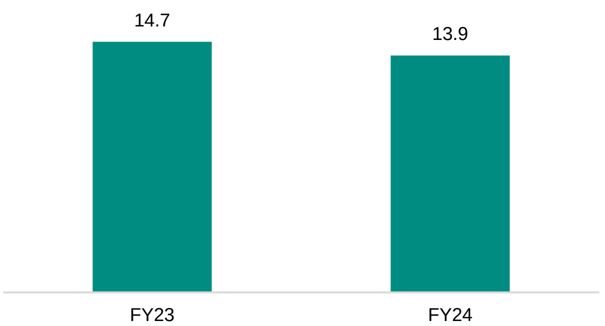
UNDERLYING ISR (%)



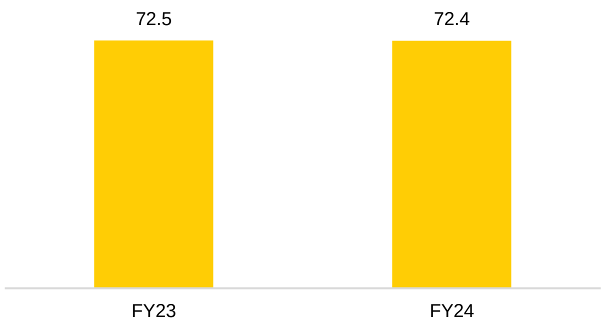
UNDERLYING ITR (%)



GI OPERATING EXPENSE RATIO (%)



GI LOSS RATIO (%)



1. Total general insurance profit includes internal reinsurance profit.

Contribution to Profit

	FY24 $M	FY23 $M	FY24 v FY23 %	2H24 $M	1H24 $M	2H23 $M	1H23 $M	2H24 v 1H24 %	2H24 v 2H23 %
GROUP GENERAL INSURANCE									
Gross written premium	**14,121**	**12,395**	**13.9**	**7,247**	**6,874**	**6,483**	**5,912**	**5.4**	**11.8**
Insurance revenue	13,250	11,684	13.4	6,776	6,474	5,940	5,744	4.7	14.1
Reinsurance premium	(1,477)	(1,377)	(7.3)	(744)	(733)	(718)	(659)	(1.5)	(3.6)
Net insurance revenue	11,773	10,307	14.2	6,032	5,741	5,222	5,085	5.1	15.5
Net incurred claims	(8,520)	(7,470)	(14.1)	(4,270)	(4,250)	(3,775)	(3,695)	(0.5)	(13.1)
Direct operating expenses	(1,579)	(1,470)	(7.4)	(806)	(773)	(748)	(722)	(4.3)	(7.8)
Commission expenses	(672)	(592)	(13.5)	(348)	(324)	(303)	(289)	(7.4)	(14.9)
Insurance service result	**1,002**	**775**	**29.3**	**608**	**394**	**396**	**379**	**54.3**	**53.5**
Investment income on insurance funds	604	365	65.5	195	409	219	146	(52.3)	(11.0)
Discount unwind and rate adj. on claims liabilities	(312)	(132)	(136.4)	(100)	(212)	(83)	(49)	52.8	(20.5)
Non-directly attributable expenses	(56)	(40)	(40.0)	(33)	(23)	(24)	(16)	(43.5)	(37.5)
Insurance trading result	**1,238**	**968**	**27.9**	**670**	**568**	**508**	**460**	**18.0**	**31.9**
Investment income on shareholder funds	369	218	69.3	170	199	148	70	(14.6)	14.9
Managed schemes, joint venture and other	(81)	(112)	27.7	(38)	(43)	(58)	(54)	11.6	34.5
Profit before tax	**1,526**	**1,074**	**42.1**	**802**	**724**	**598**	**476**	**10.8**	**34.1**
Income tax	(448)	(315)	(42.2)	(234)	(214)	(175)	(140)	(9.3)	(33.7)
General Insurance profit after tax	**1,078**	**759**	**42.0**	**568**	**510**	**423**	**336**	**11.4**	**34.3**
Life Insurance profit after tax	18	23	(21.7)	5	13	8	15	(61.5)	(37.5)
SUNCORP BANK									
Net interest income	1,368	1,408	(2.8)	702	666	683	725	5.4	2.8
Total other operating income / (loss)	(10)	17	n/a	(5)	(5)	9	8	–	n/a
Operating expenses	(804)	(737)	(9.1)	(418)	(386)	(371)	(366)	(8.3)	(12.7)
Profit before impairment on loans and advances	**554**	**688**	**(19.5)**	**279**	**275**	**321**	**367**	**1.5**	**(13.1)**
Impairment on loans and advances	(13)	(17)	23.5	(12)	(1)	(15)	(2)	large	20.0
Profit before tax	**541**	**671**	**(19.4)**	**267**	**274**	**306**	**365**	**(2.6)**	**(12.7)**
Income tax	(162)	(201)	19.4	(80)	(82)	(92)	(109)	2.4	13.0
Suncorp Bank profit after tax	**379**	**470**	**(19.4)**	**187**	**192**	**214**	**256**	**(2.6)**	**(12.6)**
Profit after tax from functions	**1,475**	**1,252**	**17.8**	**760**	**715**	**645**	**607**	**6.3**	**17.8**
Other profit (loss) after tax	(103)	(75)	(37.3)	(48)	(55)	(48)	(27)	12.7	–
Cash earnings	**1,372**	**1,177**	**16.6**	**712**	**660**	**597**	**580**	**7.9**	**19.3**
Net profit (loss) from divested/divesting operations	(161)	(91)	(76.9)	(90)	(71)	(71)	(20)	(26.8)	(26.8)
Acquisition amortisation (after tax)	(14)	(15)	6.7	(7)	(7)	(7)	(8)	–	–
Net profit after tax	**1,197**	**1,071**	**11.8**	**615**	**582**	**519**	**552**	**5.7**	**18.5**

Group ratios and statistics

		FY24	FY23	2H24	1H24	2H23	1H23
PERFORMANCE RATIOS							
Earnings per share							
Basic	(cents)	94.39	84.82	48.45	45.94	41.08	43.75
Diluted	(cents)	93.64	82.85	47.90	45.09	40.29	42.23
Basic (continuing operations)		74.05	54.81	38.19	35.84	29.68	25.11
Diluted (continuing operations)		74.05	54.79	38.19	35.75	29.68	24.95
Cash earnings per share [1]							
Basic	(cents)	108.19	93.22	56.09	52.10	47.25	45.97
Diluted	(cents)	106.54	90.66	55.03	50.78	45.99	44.28
Basic (continuing operations)		78.30	55.99	41.36	36.94	30.31	25.68
Diluted (continuing operations)		78.30	55.99	41.31	36.77	30.31	25.48
Return on average shareholders' equity [1]	(%)	8.8	8.8	10.5	8.6	9.0	8.6
Cash return on average shareholders' equity [1]	(%)	10.1	9.6	11.7	9.7	10.2	9.1
Cash return on average shareholders' equity pre-goodwill [1]	(%)	15.5	15.1	17.9	15.0	15.9	14.3
Cash return on average shareholders' equity pre goodwill and intangibles [1]	(%)	16.0	15.7	18.5	15.5	16.5	14.9
General Insurance services ratio (on net revenue)	(%)	8.5	7.5	10.1	6.9	7.6	7.5
General Insurance services ratio (on gross revenue)	(%)	7.6	6.6	9.0	6.1	6.7	6.6
General Insurance underlying insurance services ratio (on net revenue)	(%)	9.2	8.2	10.2	8.1	8.5	7.9
General Insurance underlying insurance services ratio (on gross revenue)	(%)	8.2	7.2	9.1	7.2	7.5	7.0
General Insurance underlying trading ratio (on net revenue)	(%)	11.1	10.6	12.0	10.2	11.2	10.0
Bank net interest margin (interest-earning assets)	(%)	1.82	1.96	1.85	1.80	1.89	2.03
SHAREHOLDER SUMMARY							
Ordinary dividends per ordinary share	(cents)	78.0	60.0	44.0	34.0	27.0	33.0
Special dividends per ordinary share	(cents)	–	–	–	–	–	–
Payout ratio (ordinary dividend) [1]							
Cash earnings	(%)	72.1	60.4	78.4	65.4	51.3	70.9
Weighted average number of shares							
Basic	(M)	1,268.1	1,262.6	1,269.3	1,266.9	1,263.5	1,261.8
Diluted	(M)	1,357.0	1,357.6	1,360.3	1,370.6	1,365.0	1,361.7
Number of shares at end of period [2]	(M)	1,269.7	1,264.5	1,269.7	1,268.8	1,264.5	1,262.6
Net tangible asset backing per share	($)	6.79	6.36	6.79	6.68	6.36	6.29
Share price at end of period	($)	17.41	13.49	17.41	13.85	13.49	12.04
PRODUCTIVITY							
General Insurance operating expense ratio (on net revenue)	(%)	13.9	14.7	13.9	13.9	14.8	14.5
General Insurance commission expense ratio (on net revenue)	(%)	5.7	5.7	5.8	5.6	5.8	5.7
Bank cost-to-income ratio	(%)	59.2	51.8	60.0	58.4	53.7	49.9
FINANCIAL POSITION							
Total assets	($M)	111,710	108,037	111,710	108,808	108,037	104,510
Net tangible assets	($M)	8,616	8,040	8,616	8,476	8,040	7,947
Net assets	($M)	13,884	13,334	13,884	13,755	13,334	13,228
Average shareholders' equity	($M)	13,579	13,017	13,676	13,843	13,171	12,862
CAPITAL [3]							
General Insurance total capital PCA coverage[4]	(times)	1.58	1.69	1.58	1.67	1.69	1.63
General Insurance Common Equity Tier 1 PCA coverage[4]	(times)	1.15	1.22	1.15	1.22	1.22	1.21
Bank total capital ratio	(%)	14.51	14.31	14.51	14.23	14.31	14.37
Bank Common Equity Tier 1 ratio	(%)	10.33	10.06	10.33	10.05	10.06	10.09
Common Equity Tier 1 Capital held at Group	($M)	203	274	203	237	274	290

1. Refer to Glossary for definitions.
2. Excluding Treasury shares.
3. Ratios are presented post dividend.
4. 1H23 comparative ratios for General Insurance are prepared on a AASB1023 basis; 2H23 ratios have been restated to an AASB17 basis.

Group Capital

Capital management strategy

The Suncorp Group's capital management strategy seeks to optimise shareholder value by managing the level, mix and use of capital resources. The primary objective is to ensure that there are sufficient capital resources to maintain and grow the business. The quality and quantum of capital required is driven by a range of factors and in particular, the Suncorp Group's external and internal requirements and risk appetite. A range of instruments and methodologies are used to manage capital, including share issues, reinsurance, dividend policies, and hybrid capital instruments.

The Suncorp Group's Internal Capital Adequacy Assessment Process (ICAAP) provides the framework to ensure that Suncorp and each Regulated Entity is capitalised to meet internal and external requirements. The ICAAP is reviewed regularly and, where appropriate, adjustments are made to reflect changes in the capital needs and risk profile of the Suncorp Group. Capital targets are structured according to risk appetite, the regulatory framework and APRA's NOHC conditions.

The Group's key capital metrics on a post dividend basis are:

- $203 million CET1 held at Group.
- 1.15x General Insurance Group CET1 ratio (target range: 1.0x – 1.3x PCA).
- 10.33% Bank CET1 ratio (target range: 10.0%-10.5%).
- $251 million Group Excess (the sum of capital in excess of the midpoint of target operating ranges across the Group, net of eliminations).
- $842 million surplus within range (the sum of capital in excess of the bottom of target operating ranges across the Group, net of eliminations).

Capital

	As at 30 June 2024					
	General Insurance $M	Bank $M	NZ Life & other businesses[2] $M	Corporate[5] $M	Total[3] $M	30 June 2023 $M[4]
CET1 (pre div)	4,414	3,433	108	97	**8,052**	7,601
Midpoint of Target CET1 Range	3,748	3,408	71	14	**7,241**	7,044
Excess to Midpoint of Target CET1 Range (pre div)	666	25	37	83	**811**	557
Common Equity Tier 1 ratio (pre div)[1]	1.35	10.33%				
Group dividend					**(560)**	(318)
Group excess to CET1 target (ex div)					**251**	239
Total capital	5,813	4,823	108	82	**10,826**	10,381
Total target capital	5,460	4,571	71	(7)	**10,095**	9,579
Excess to target (pre div)	353	252	**37**	**89**	**731**	**802**
Group dividend					**(560)**	(318)
Group excess to target (ex div)					**171**	484
Total capital ratio	1.78	14.51%				

1. Capital ratios are expressed as coverage of the PCA for General Insurance and as a percentage of Risk Weighted Assets for the Bank.
2. The midpoint for "NZ Life and other businesses" represents the midpoint to the New Zealand Life insurance target operating range.
3. The Total Group represents the Level 3 PCR as specified under SGL's NOHC Conditions.
4. June 2023 comparative numbers are restated on AASB17 basis.
5. Excess CET1 at Group has been constrained by temporary difference in internally and externally deployed AT1.

	Movement Dec-23 to Jun-24 $M
CET1 held at Group (Dec-23)	**237**
Bank and Life transaction costs (incl P&L and DTA impact)	(92)
NPAT (excluding Bank and Life transaction cost)	705
Dividend accrual (72.1% FY payout ratio)	(560)
GI capital usage	(70)
Bank capital usage (includes DTA)	(82)
Movement in Net DTA[1]	(67)
Other	(14)
Target change net of capital retained in the business	146
CET1 held at Group (Jun-24)	**203**

1. DTA movement excludes Bank DTA, and includes unwind of IFRS17 DTL.

Key factors impacting the capital position during 2H24 include:

- General Insurance capital usage of $70 million largely driven by growth and inflation as well as increase in natural hazards allowance and investment market movements.
- Bank capital usage of $82 million driven by lending growth.
- Target change net of capital retained in the business (including Bank withholding the usual final dividend). The target change was due to a change in risk appetite in the General Insurance business and resulted in a 0.1x PCA reduction in CET1 targets accompanied by an increase in T2 requirements.

Changes to targets as at 31 July 2024 and hybrid impacts

On 31 July 2024, as part of the sale of Suncorp Bank, ANZ acquired $1.16 billion of AT1 capital notes and Tier-2 subordinated debt issued by Suncorp-Metway Limited (Bank) to Suncorp Group Limited (Group). The transfer of investment in the Bank internal notes to ANZ did not impact the external notes issued by Suncorp Group Limited which remain outstanding. Subject to APRA approval Suncorp will consider redeploying some of this excess hybrid capital to realign to the new target structure discussed above as well as to support existing and future funding and growth requirements. Any amounts which remain undeployed will be invested at the Group level and we will monitor options to efficiently manage excess capital. For further detail refer to Appendix C.

Upon completion of the Bank sale on 31 July 2024, the General Insurance Group targets increased by 0.025x PCA (target range: 1.025 – 1.325) to reflect the loss of tax diversification from the Bank sale.

Dividends

The Group's strong balance sheet has allowed the Board to declare a fully franked final dividend of 44 cents per share (cps). This equates to a payout ratio of 72% of cash earnings for the full year.

The final dividend will be paid on 25 September 2024. The ex-dividend date is 22 August 2024.

The Group's franking credit balance is set out in the table below. To ensure the Group can continue to fully frank dividends, it retains a franking account surplus to cover potential future volatility in the franking account due to changes in the split of the Group's earnings between Australia and New Zealand and differences between Australian accounting profit and Australian taxable income.

	Jun-24 $M	Dec-23 $M	Jun-23 $M
Franking credits available for subsequent financial periods after proposed dividends	247	183	269

2. General Insurance

Profit contribution	FY24 $M	FY23 $M	FY24 v FY23 %	2H24 $M	1H24 $M	2H23 $M	1H23 $M	2H24 v 1H24 %	2H24 v 2H23 %
Gross written premium	**14,121**	**12,395**	**13.9**	**7,247**	**6,874**	**6,483**	**5,912**	**5.4**	**11.8**
Insurance revenue	13,250	11,684	13.4	6,776	6,474	5,940	5,744	4.7	14.1
Reinsurance premium	(1,477)	(1,377)	(7.3)	(744)	(733)	(718)	(659)	(1.5)	(3.6)
Net insurance revenue	11,773	10,307	14.2	6,032	5,741	5,222	5,085	5.1	15.5
Net incurred claims	(8,520)	(7,470)	(14.1)	(4,270)	(4,250)	(3,775)	(3,695)	(0.5)	(13.1)
Direct operating expenses	(1,579)	(1,470)	(7.4)	(806)	(773)	(748)	(722)	(4.3)	(7.8)
Commission expenses	(672)	(592)	(13.5)	(348)	(324)	(303)	(289)	(7.4)	(14.9)
Insurance service result	**1,002**	**775**	**29.3**	**608**	**394**	**396**	**379**	**54.3**	**53.5**
Investment income on insurance funds	604	365	65.5	195	409	219	146	(52.3)	(11.0)
Discount unwind and rate adj. on claims liabilities	(312)	(132)	(136.4)	(100)	(212)	(83)	(49)	52.8	(20.5)
Non-directly attributable expenses	(56)	(40)	(40.0)	(33)	(23)	(24)	(16)	(43.5)	(37.5)
Insurance trading result	**1,238**	**968**	**27.9**	**670**	**568**	**508**	**460**	**18.0**	**31.9**
Investment income on shareholder funds	369	218	69.3	170	199	148	70	(14.6)	14.9
Managed schemes, joint venture and other	(81)	(112)	27.7	(38)	(43)	(58)	(54)	11.6	34.5
Profit before tax	**1,526**	**1,074**	**42.1**	**802**	**724**	**598**	**476**	**10.8**	**34.1**
Income tax	(448)	(315)	(42.2)	(234)	(214)	(175)	(140)	(9.3)	(33.7)
General Insurance profit after tax	**1,078**	**759**	**42.0**	**568**	**510**	**423**	**336**	**11.4**	**34.3**

Underlying adjustments	FY24 $M	FY23 $M	2H24 $M	1H24 $M	2H23 $M	1H23 $M	Account line
Natural hazards above / (below) allowances	(125)	95	(13)	(112)	(5)	100	Net Incurred Claims
Reserve release (above) / below assumption	205	(91)	3	202	26	(117)	Net Incurred Claims
Risk Adjustment	48	18	19	29	2	16	Net Incurred Claims
Loss Component	(59)	43	(5)	(54)	23	20	Net Incurred Claims
Abnormal (simplification / restructuring) expenses	10	7	5	5	1	6	Direct Opex
Total adjustments to insurance service results	**79**	**72**	**9**	**70**	**47**	**25**	
Mark-to-market on insurance funds income	30	159	127	(97)	88	71	Inv. Inc. on Ins. Funds
Discount rate adj. on claims liabilities	(41)	(112)	(85)	44	(64)	(48)	Disc. on Claims Liab.
Abnormal non-directly attributable expenses	–	5	–	–	5	–	NDAE
Total adjustments to insurance trading results	**68**	**124**	**51**	**17**	**76**	**48**	
Mark-to-market on shareholder funds	(31)	12	13	(44)	(8)	20	Inv. Inc. on SH Funds
Total adjustments to profit before tax	**37**	**136**	**64**	**(27)**	**68**	**68**	
Tax on underlying adjustments	(11)	(38)	(19)	8	(18)	(20)	Tax
Total adjustments to profit after tax	**26**	**98**	**45**	**(19)**	**50**	**48**	

Underlying profit contribution	FY24 $M	FY23 $M	FY24 v FY23 %	2H24 $M	1H24 $M	2H23 $M	1H23 $M	2H24 v 1H24 %	2H24 v 2H23 %
Gross written premium	**14,121**	**12,395**	**13.9**	**7,247**	**6,874**	**6,483**	**5,912**	**5.4**	**11.8**
Insurance revenue	13,250	11,684	13.4	6,776	6,474	5,940	5,744	4.7	14.1
Reinsurance premium	(1,477)	(1,377)	(7.3)	(744)	(733)	(718)	(659)	(1.5)	(3.6)
Net insurance revenue	11,773	10,307	14.2	6,032	5,741	5,222	5,085	5.1	15.5
Net incurred claims[1]	(8,451)	(7,405)	(14.1)	(4,266)	(4,185)	(3,729)	(3,676)	(1.9)	(14.4)
Direct operating expenses[1]	(1,569)	(1,463)	(7.2)	(801)	(768)	(747)	(716)	(4.3)	(7.2)
Commission expenses	(672)	(592)	(13.5)	(348)	(324)	(303)	(289)	(7.4)	(14.9)
Underlying insurance service result	**1,081**	**847**	**27.6**	**617**	**464**	**443**	**404**	**33.0**	**39.3**
Investment income on insurance funds	634	524	21.0	322	312	307	217	3.2	4.9
Discount unwind on claims liabilities	(353)	(244)	(44.7)	(185)	(168)	(147)	(97)	(10.1)	(25.9)
Non-directly attributable expenses	(56)	(35)	(60.0)	(33)	(23)	(19)	(16)	(43.5)	(73.7)
Underlying insurance trading result	**1,306**	**1,092**	**19.6**	**721**	**585**	**584**	**508**	**23.2**	**23.5**
Investment income on shareholder funds	338	230	47.0	183	155	140	90	18.1	30.7
Managed schemes, JV and other	(81)	(112)	27.7	(38)	(43)	(58)	(54)	11.6	34.5
Underlying profit before tax	**1,563**	**1,210**	**29.2**	**866**	**697**	**666**	**544**	**24.2**	**30.0**
Income tax	(459)	(353)	(30.0)	(253)	(206)	(193)	(160)	(22.8)	(31.1)
Underlying profit after tax	**1,104**	**857**	**28.8**	**613**	**491**	**473**	**384**	**24.8**	**29.6**

1. Direct operating expenses and net incurred claims are adjusted for TEPL (FY24: $36 million, FY23: $77 million).

FY24 profit contribution by function

	Consumer $M	Commercial & Personal Injury $M	New Zealand $M	Internal Reinsurance $M	Total $M
Gross written premium	**7,526**	**3,952**	**2,643**	**–**	**14,121**
Insurance revenue	7,054	3,759	2,437	–	13,250
Reinsurance premium	(791)	(291)	(507)	112	(1,477)
Net insurance revenue	6,263	3,468	1,930	112	11,773
Net incurred claims	(4,953)	(2,431)	(1,136)	–	(8,520)
Direct operating expenses	(903)	(413)	(263)	–	(1,579)
Commission expenses	(40)	(311)	(321)	–	(672)
Insurance service result	**367**	**313**	**210**	**112**	**1,002**
Investment income on insurance funds	203	348	53	–	604
Discount unwind and rate adj. on claims liabilities	(73)	(234)	(5)	–	(312)
Non-directly attributable expenses	(24)	(9)	(23)	–	(56)
Insurance trading result	**473**	**418**	**235**	**112**	**1,238**
Investment income on shareholder funds	175	158	36	–	369
Managed schemes, joint venture and other	(43)	(33)	(5)	–	(81)
Profit before tax	**605**	**543**	**266**	**112**	**1,526**
Income tax	(181)	(162)	(71)	(34)	(448)
General Insurance profit after tax	**424**	**381**	**195**	**78**	**1,078**

FY24 underlying adjustments by function

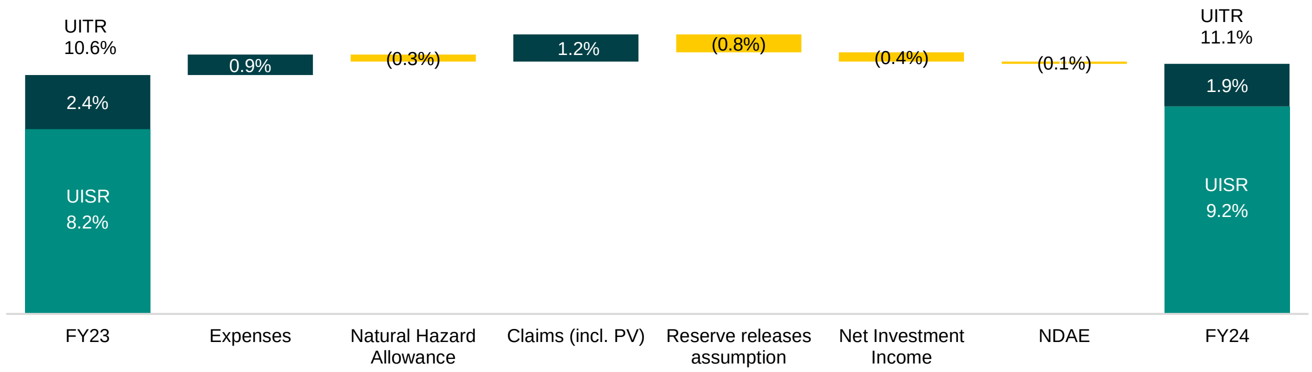
	Consumer $M	Commercial & Personal Injury $M	New Zealand $M	Internal Reinsurance $M	Total $M
Natural hazards above / (below) allowances	(59)	5	(22)	(49)	(125)
Reserve releases (above) / below assumption	134	47	24	–	205
Risk Adjustment	16	29	3	–	48
Loss Component	(71)	12	–	–	(59)
Abnormal (simplification / restructuring) expenses	6	1	3	–	10
Total adjustments to Insurance service results	**26**	**94**	**8**	**(49)**	**79**
Mark-to-market on insurance funds income	15	26	(11)	–	30
Market rate adjustment on claims liabilities	(5)	(36)	–	–	(41)
Total adjustments to Insurance trading results	**36**	**84**	**(3)**	**(49)**	**68**
Mark-to-market on shareholder funds	(9)	(8)	(14)	–	(31)
Total adjustments to profit before tax	**27**	**76**	**(17)**	**(49)**	**37**
Tax on underlying adjustments	(8)	(23)	5	15	(11)
Total adjustments to profit after tax	**19**	**53**	**(12)**	**(34)**	**26**

FY24 underlying profit contribution by function

	Consumer $M	Commercial & Personal Injury $M	New Zealand $M	Internal Reinsurance $M	Total $M
Gross written premium	**7,526**	**3,952**	**2,643**	**–**	**14,121**
Insurance revenue	7,054	3,759	2,437	–	13,250
Reinsurance premium	(791)	(291)	(507)	112	(1,477)
Net insurance revenue	6,263	3,468	1,930	112	11,773
Net incurred claims	(4,933)	(2,338)	(1,131)	(49)	(8,451)
Direct operating expenses	(897)	(412)	(260)	–	(1,569)
Commission expenses	(40)	(311)	(321)	–	(672)
Underlying insurance service result	**393**	**407**	**218**	**63**	**1,081**
Investment income on insurance funds	218	374	42	–	634
Discount unwind on claims liabilities	(78)	(270)	(5)	–	(353)
Non-directly attributable expenses	(24)	(9)	(23)	–	(56)
Underlying insurance trading result	**509**	**502**	**232**	**63**	**1,306**
Investment income on shareholder funds	166	150	22	–	338
Managed schemes, JV and other	(43)	(33)	(5)	–	(81)
Underlying profit before tax	**632**	**619**	**249**	**63**	**1,563**
Income tax	(189)	(185)	(66)	(19)	(459)
Underlying profit after tax	**443**	**434**	**183**	**44**	**1,104**
Underlying insurance services ratio	**6.3%**	**11.7%**	**11.3%**	**n/a**	**9.2%**
Underlying insurance trading result ratio	**8.1%**	**14.5%**	**12.0%**	**n/a**	**11.1%**

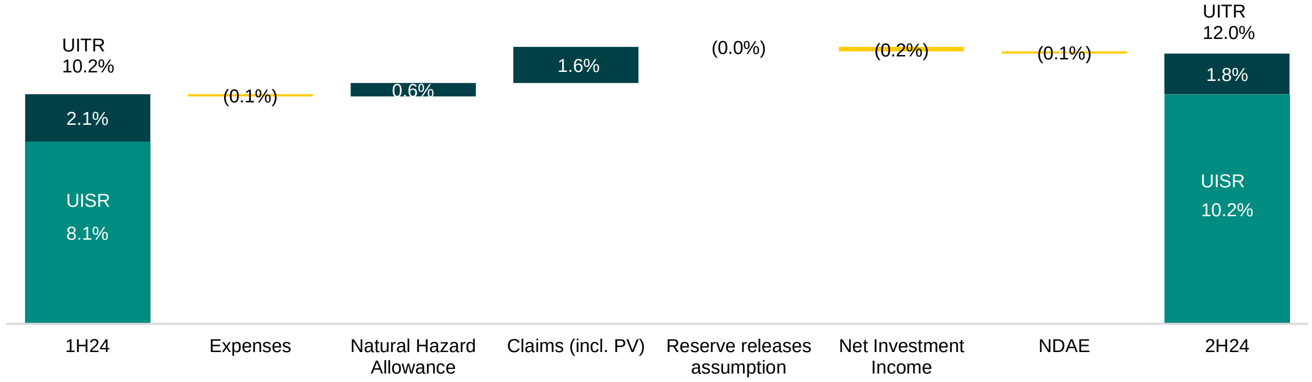
Group underlying margins

General Insurance underlying ITR movements



Underlying ITR increased from 10.6% in FY23 to 11.1% in FY24. The increase in insurance margin was driven by:

— The earn through of pricing increases in recent periods (reflected in all underlying drivers);
— Disciplined expense management has enabled both investment in growth as well as driving an improved operating expenses and claims handling expenses (CHE) (captured in claims) ratio;
— Higher present value discounting on claims driven by higher average risk free rates, partially offset by;
— A higher natural hazard allowance, primarily due to higher event retention from structural changes to the FY24 Group reinsurance program;
— Lower reserve release assumptions of 1.5% of Group net insurance revenue (NIR) in FY23 to an adjustment for the expected CTP releases of 0.7% in FY24; and
— Lower underlying net investment income driven by narrowing credit spreads and lower returns from inflation linked bonds (ILBs) due to moderating inflation.



Underlying ITR increased from 10.2% in 1H24 to 12.0% in 2H24. The increase was driven by:
— The earn through of higher pricing increases in recent periods which improved ratios across working claims and natural hazards, partially offset by;
— Higher commission expenses due to the timing of business written in Commercial; and
— Lower underlying net investment income primarily due to narrowing credit spreads and lower ILB returns.

Prior year reserves and loss component

Prior year reserve strengthening / (releases)

	FY24 $M	FY23 $M	FY24 v FY23 %	2H24 $M	1H24 $M	2H23 $M	1H23 $M	2H24 v 1H24 %	2H24 v 2H23 %
Consumer	134	(46)	n/a	18	116	(7)	(39)	(84.5)	n/a
Commercial & Workers' Compensation	31	(87)	n/a	(14)	45	6	(93)	n/a	n/a
Suncorp New Zealand	24	12	100.0	–	24	1	11	n/a	n/a
Total	**189**	**(121)**	**n/a**	**4**	**185**	**–**	**(121)**	**(97.8)**	**n/a**
CTP (excl TEPL)	(65)	(123)	47.2	(41)	(24)	(51)	(72)	(70.8)	19.6
Total net reserve strengthening / (releases)	**124**	**(244)**	**n/a**	**(37)**	**161**	**(51)**	**(193)**	**n/a**	**27.5**

Reserve release movement for the year included strengthening across most portfolios (excluding CTP) in the first half. As noted in the first half results, these included strains for natural hazards, supply chain issues in Consumer Motor and Fleet, water damage in Consumer Home, costs relating to historical regulation changes in Worker's Compensation, and cost development for commercial claims in New Zealand. In the second half, reserve releases outside the CTP portfolios were broadly neutral with a small strain in Consumer Home relating to natural hazard development mostly offset by releases in Commercial long-tail portfolios.

Within CTP, the releases over the year were split between New South Wales and Queensland and related to older accident years. The CTP release has moderated, largely driven by broad-based super imposed inflation in Queensland, including medical and legal costs.

New Zealand strengthening was driven by development on a small number of large commercial claims in 1H24.

Reserve releases assumption

The Group's reserve release assumption has decreased from 1.5% to 0.7%. The reserve release assumption relates to the long-tail CTP portfolio, predominantly reflecting the inherent uncertainty within the superimposed inflation assumption over time, whereby the Group expects a release in low inflation environments. Other smaller (by GWP and outstanding claims reserve volumes) or shorter duration portfolios do not have a reserve release assumption, given more certainty in the nearer term, and for smaller portfolios, the more general volatility rather than stable release view.

The reduction is driven by CTP scheme changes (including change in scheme regulation and administration, as well as scheme inflation) and strong relative growth in other portfolios, as the release is based on Group NIR.

Loss component

Profit & loss impact	FY24 $M	FY23 $M	FY24 v FY23 %	2H24 $M	1H24 $M	2H23 $M	1H23 $M	2H24 v 1H24 %	2H24 v 2H23 %
Loss component provision (strengthening) / release	59	(43)	n/a	5	54	(23)	(20)	(90.7)	n/a

The loss component release of $59 million primarily related to the Motor portfolio, and was driven by improved profitability as the pricing response to inflationary pressures was reflected in renewals.

Balance sheet provision	Jun-24 $M	Dec-23 $M	Jun-23 $M	Dec-22 $M	Jun-24 v Dec-23 $M	Jun-24 v Jun-23 $M
Loss component provision balance	(39)	(44)	(98)	(75)	11	60

The loss component provision balance of $39 million at 30 June 2024 primarily relates to the Queensland CTP portfolio.

Natural hazards and reinsurance

FY24 Natural hazard experience

Date	Event	Net costs $M
Nov-23	November Rain and Storms	25
Dec-23	December Hail and Rain	63
Dec-23	Cyclone Jasper	81
Dec-23	Southern States Storms	22
Dec-23	SE QLD NSW Storms	19
Dec-23	East Coast Holiday Storms	308
Dec-23	New Year Eastern States Storms and Rain	37
Jan-24	VIC NSW Rain and Flood	27
Jan-24	SE QLD Rain and Flood	17
Feb-24	VIC Storms and Wind	73
Apr-24	Eastern States Heavy Rain and Floods	116
May-24	NZ Heavy Rain	12
May-24	Southern States Low	20
Total events over $10 million		**820**
Other natural hazards		415
Total natural hazards		**1,235**
Less: allowance for natural hazards		(1,360)
Natural hazards costs above / (below) allowance		**(125)**

Total natural hazard costs were $1.23 billion, $22 million below the pcp, and $125 million below the Group's full year allowance of $1.36 billion. Consumer Insurance was $59 million favourable to allowance, Commercial & Personal Injury was $5 million unfavourable, and New Zealand was $22 million favourable. Head Office, which incorporates the internal reinsurance arrangements, was $49 million favourable to allowance.

FY25 Property catastrophe program

The Group's maximum event retention for FY25 was maintained at $350 million for a first large event and $250 million for a second large event. The main catastrophe program covers the Home, Motor and Commercial property portfolios across Australia and New Zealand. The cover provides protection for losses between $350 million and $6.75 billion (FY24: $6.40 billion) and includes one full prepaid reinstatement. At $6.75 billion, the FY25 limit remains in excess of the Australia and New Zealand regulatory requirements.

In line with last year, Group dropdown covers have also been purchased that reduce the second, third and fourth event retention to $250 million, and the Australian dropdown program continues to reduce retention for a third and fourth event in Australia to $150 million.

Following a comprehensive review and the implementation of the Federal Government's Cyclone Reinsurance Pool (CRP), Suncorp decided not to renew its quota share agreement relating to the Queensland home portfolio. In addition to the CRP, improved risk selection and pricing have added resilience across the portfolio.

In New Zealand, buydown cover (including a prepaid reinstatement) has been 100% placed to provide cover between NZ$200 million and the Group's maximum event retention. In FY24 the buydowns were only 52% placed with an attachment point of NZD$100 million. The increase in retention reflects the continued impacts of the weather events in early calendar year 2023 on the economics and availability of reinsurance cover in the New Zealand market.

Impact of internal reinsurance

Suncorp has internal reinsurance arrangements between its subsidiaries, with Insurance Australia providing internal reinsurance to New Zealand. The impact of this is split out from the Consumer and Commercial & Personal Injury portfolios as a separate Internal Reinsurance portfolio. The primary purpose of the internal arrangements is to optimise capital held across the Group. There is no impact to the Group's consolidated Profit & Loss statement.

Reported

	FY24 $M	FY23 $M	2H24 $M	1H24 $M	2H23 $M	1H23 $M
Initial premium	112	16	56	56	9	7
Reinstatement premium	–	89	–	–	89	–
Total premium	**112**	**105**	**56**	**56**	**98**	**7**
Natural hazard experience	–	(23)	–	–	(23)	–
Reported profit before tax impact	**112**	**82**	**56**	**56**	**75**	**7**
Income tax	(34)	(25)	(17)	(17)	(23)	(2)
Reported profit after tax impact	**78**	**57**	**39**	**39**	**52**	**5**

Underlying

	FY24 $M	FY23 $M	2H24 $M	1H24 $M	2H23 $M	1H23 $M
Initial premium	112	16	56	56	9	7
Natural hazard allowance	(49)	(7)	(24)	(25)	(4)	(3)
Underlying profit before tax impact	**63**	**9**	**32**	**31**	**5**	**4**
Income tax	(19)	(3)	(10)	(9)	(2)	(1)
Underlying profit after tax impact	**44**	**6**	**22**	**22**	**3**	**3**

Investments

Suncorp invests in line with the Group's risk appetite and the Board approved investment strategy. The investment strategies for the insurance and shareholders' fund incorporates medium to long-term views of asset class returns, capital, profit volatility, liquidity and liability matching considerations.

Reported investment income breakdown

	FY24 $M	FY23 $M	FY24 v FY23 %	2H24 $M	1H24 $M	2H23 $M	1H23 $M	2H24 v 1H24 %	2H24 v 2H23 %
Investment income on insurance funds									
Australia	551	337	63.5	169	382	198	139	(55.8)	(14.6)
New Zealand	53	28	89.3	26	27	21	7	(3.7)	23.8
Total investment income on insurance funds	**604**	**365**	**65.5**	**195**	**409**	**219**	**146**	**(52.3)**	**(11.0)**
Investment income on shareholders' funds									
Australia	333	200	66.5	153	180	134	66	(15.0)	14.2
New Zealand	36	18	100.0	17	19	14	4	(10.5)	21.4
Total investment income on shareholders' funds	**369**	**218**	**69.3**	**170**	**199**	**148**	**70**	**(14.6)**	**14.9**
Total investment income	**973**	**583**	**66.9**	**365**	**608**	**367**	**216**	**(40.0)**	**(0.5)**

Underlying investment income breakdown

Underlying income represents the investment income on insurance funds excluding fixed income mark-to-market movements.

	FY24 $M	FY23 $M	FY24 v FY23 %	2H24 $M	1H24 $M	2H23 $M	1H23 $M	2H24 v 1H24 %	2H24 v 2H23 %
Investment income on insurance funds									
Australia	592	506	17.0	297	295	293	213	0.7	1.4
New Zealand	42	18	133.3	25	17	14	4	47.1	78.6
Total investment income on insurance funds	**634**	**524**	**21.0**	**322**	**312**	**307**	**217**	**3.2**	**4.9**
Investment income on shareholders' funds									
Australia	316	217	45.6	170	146	132	85	16.4	28.8
New Zealand	22	13	69.2	13	9	8	5	44.4	62.5
Total investment income on shareholders' funds	**338**	**230**	**47.0**	**183**	**155**	**140**	**90**	**18.1**	**30.7**
Total investment income	**972**	**754**	**28.9**	**505**	**467**	**447**	**307**	**8.1**	**13.0**

General insurance investment income on insurance funds

	FY24 $M	FY23 $M	FY24 v FY23 %	2H24 $M	1H24 $M	2H23 $M	1H23 $M	2H24 v 1H24 %	2H24 v 2H23 %
Investment income on insurance funds	604	365	65.5	195	409	219	146	(52.3)	(11.0)
Less: Mark-to-market movements	1	185	(99.5)	103	(102)	77	108	n/a	33.8
Underlying yield	**605**	**550**	**10.0**	**298**	**307**	**296**	**254**	**(2.9)**	**0.7**
Discounting adjustment[1]	29	(26)	n/a	24	5	11	(37)	380.0	118.2
Underlying investment income	**634**	**524**	**21.0**	**322**	**312**	**307**	**217**	**3.2**	**4.9**
Discount unwind on claims liabilities	(353)	(244)	(44.7)	(185)	(168)	(147)	(97)	(10.1)	(25.9)
Net underlying investment income	**281**	**280**	**0.4**	**137**	**144**	**160**	**120**	**(4.9)**	**(14.4)**

1. Discounting Adjustment accounts for valuation methodology differences between assets and liabilities.

Australia

Investment income

Key market metrics for the year are set out in the table below.

	Jun-24	Jun-23	Jun-24 v Jun-23
3 year bond yield (%)	4.08	4.05	0.03
5 year breakeven inflation rate (%)	2.42	2.72	(0.30)
AA/A 3 year credit spreads (bp)	92	112	(20)
Australian equities (total return)	**99,808**	89,032	**12%**
International equities (hedged total return)	**2,972**	2,472	**20%**

Asset allocation

	Jun-24		Dec-23		Jun-23		Dec-22	
	$M	%	$M	%	$M	%	$M	%
Insurance funds								
Cash	492	4	251	3	1,096	10	603	6
Interest-bearing securities	7,994	74	7,841	75	7,560	69	7,428	73
Inflation-linked bonds	2,340	22	2,335	22	2,233	21	2,167	21
TOTAL	**10,826**	**100**	**10,427**	**100**	**10,889**	**100**	**10,198**	**100**
Shareholders' funds								
Cash	532	10	899	18	435	11	478	14
Interest-bearing securities	2,910	58	2,374	50	2,091	53	2,049	58
Equities	751	15	663	14	617	16	377	11
Convertible bonds	289	6	283	6	279	7	262	7
Infrastructure and property	557	11	553	12	524	13	358	10
Total shareholders' funds	**5,039**	**100**	**4,772**	**100**	**3,946**	**100**	**3,524**	**100**
Total	**15,865**	**–**	**15,199**	**–**	**14,835**	**–**	**13,722**	**–**
Shareholders' funds composition								
Domestic	3,041	60	3,052	64	2,334	59	2,238	64
International	1,998	40	1,720	36	1,612	41	1,286	36
TOTAL	**5,039**	**100**	**4,772**	**100**	**3,946**	**100**	**3,524**	**100**

In line with Suncorp's Responsible Investment Policy, Suncorp aims to seek out opportunities in impact investments. Suncorp has exceeded its target of investing 5% of shareholder funds in social and low carbon impact investments, with impact investments totalling 7% as of 30 June 2024.

Credit Quality

	Jun-24		Dec-23		Jun-23		Dec-22	
	$M	%	$M	%	$M	%	$M	%
AAA	5,294	37	5,399	39	5,783	42	5,183	41
AA	3,204	22	3,202	23	3,212	23	2,337	19
A	3,345	24	2,714	19	2,214	16	2,397	19
BBB	2,470	17	2,595	19	2,606	19	2,684	21
	14,313	**100**	**13,910**	**100**	**13,815**	**100**	**12,601**	**100**

Sensitivity to Market Variables

	Movement	Insurance Funds $M	Shareholders' Funds $M
Bond Yields	+1bps	(2.3)	(0.7)
Credit Spread	+1bps	(1.4)	(0.7)
Australian Equities	1%	n/a	3.1
International Equities	1%	n/a	3.6

Sensitivities are indicative impacts on asset valuations resulting from changes in market variables. The actual impact on portfolios will depend on the prevailing portfolio exposures including active positioning, and market conditions.

Duration

	Jun-24 Years	Dec-23 Years	Jun-23 Years	Dec-22 Years
Insurance funds				
Interest rate duration	2.1	2.1	2.2	2.4
Credit spread duration	1.3	1.4	1.4	1.4
Shareholders' funds				
Interest rate duration	1.6	1.4	1.6	1.7
Credit spread duration	1.4	1.4	1.5	1.5

All duration sensitivities are expressed relative to total fund. Previous disclosure of credit spread duration for Shareholders' fund was expressed relative to the fund's fixed income exposures only.

Investment performance

	FY24 $M	FY23 $M	FY24 v FY23 %	2H24 $M	1H24 $M	2H23 $M	1H23 $M	2H24 v 1H24 %	2H24 v 2H23 %
Investment income on insurance funds									
Inflation-linked bonds	107	113	(5.3)	5	102	66	47	(95.1)	(92.4)
Cash and interest-bearing securities	444	224	98.2	164	280	132	92	(41.4)	24.2
Total investment income on insurance funds	**551**	**337**	**63.5**	**169**	**382**	**198**	**139**	**(55.8)**	**(14.6)**
Investment income on shareholders' funds									
Cash and interest-bearing securities	179	66	171.2	70	109	45	21	(35.8)	55.6
Equities	124	59	110.2	82	42	41	18	95.2	100.0
Infrastructure and property	20	27	(25.9)	(1)	21	19	8	n/a	n/a
Convertible bonds	10	25	(60.0)	2	8	17	8	(75.0)	(88.2)
Total investment income on shareholders' funds	**333**	**177**	**88.1**	**153**	**180**	**122**	**55**	**(15.0)**	**25.4**
Total Investment income	**884**	**514**	**72.0**	**322**	**562**	**320**	**194**	**(42.7)**	**0.6**

As a result of changes in accounting standards, FY24 investment income is reported gross of management fees. Prior periods are net of management fees in the above table (FY23 $23 million, 2H23 $12 million, 1H23 $11 million) but are correctly stated in all other tables.

Insurance funds

Investment income on insurance funds was $551 million, representing an annualised return of 5.2%. This reflects strong yield income from risk-free rates, credit spreads and inflation carry above risk-free on inflation-linked bonds, partly offset by marked-to-market losses from increases in risk-free rates towards the end of the year.

The underlying yield income was $563 million, representing an annualised return of 5.3%. This reflected the higher risk-free yields relative to the prior corresponding period, with credit spreads, inflation carry income and manager alpha also contributing to the underlying yield.

Reported to underlying investment income reconciliation

	FY24		FY23		2H24		1H24		2H23		1H23	
	$M	%	$M	%	$M	%	$M	%	$M	%	$M	%
Total Investment Income on insurance funds	**551**	**5.2**	**337**	**3.3**	**169**	**3.3**	**382**	**7.3**	**198**	**3.9**	**139**	**2.8**
Less: Mark-to-market movements	12	(0.1)	195	(1.9)	104	(1.9)	(92)	1.8	84	(1.5)	111	(2.2)
Total Underlying Yield	**563**	**5.3**	**532**	**5.2**	**273**	**5.2**	**290**	**5.5**	**282**	**5.4**	**250**	**5.0**
Less: Discounting adjustment[1]	29		(26)		24		5		11		(37)	
Underlying Investment Income	**592**		**506**		**297**		**295**		**293**		**213**	
Less: Discount unwind on claims liabilities	(348)		(234)		(184)		(164)		(143)		(91)	
Net underlying investment income	**244**		**272**		**113**		**131**		**150**		**122**	

1. Discounting adjustment accounts for valuation methodology differences between assets and liabilities driven by the use of different rates.

Yield and mark-to-market breakdown

	FY24		FY23		2H24		1H24		2H23		1H23	
	$M	%	$M	%	$M	%	$M	%	$M	%	$M	%
Underlying Yield												
Risk free	415	3.9	325	3.2	211	4.0	204	3.9	172	3.3	153	3.1
Credit spread	57	0.5	77	0.7	27	0.5	30	0.6	38	0.7	39	0.8
Inflation carry above risk-free	41	0.4	102	1.0	14	0.3	27	0.5	50	1.0	52	1.0
Manager alpha	50	0.5	28	0.3	21	0.4	29	0.5	22	0.4	6	0.1
Total Underlying Yield	**563**	**5.3**	**532**	**5.2**	**273**	**5.2**	**290**	**5.5**	**282**	**5.4**	**250**	**5.0**
Mark-to-market movements												
Risk free	(27)	(0.2)	(207)	(2.0)	(101)	(1.9)	74	1.4	(117)	(2.2)	(90)	(1.8)
Credit spread	43	0.4	26	0.3	20	0.4	23	0.5	31	0.6	(5)	(0.1)
Inflation linked bonds	(28)	(0.3)	(14)	(0.2)	(23)	(0.4)	(5)	(0.1)	2	0.1	(16)	(0.3)
Total Mark-to-market movements	**(12)**	**(0.1)**	**(195)**	**(1.9)**	**(104)**	**(1.9)**	**92**	**1.8**	**(84)**	**(1.5)**	**(111)**	**(2.2)**

Shareholders' funds

Investment income on shareholders' funds was $333 million, representing an annualised return of 7.2%. This reflected the strong fixed income performance as well as gains from growth assets including equities, infrastructure and convertibles.

New Zealand

The New Zealand investment portfolio includes insurance funds and shareholders' funds. The insurance funds are matched from an interest rate sensitivity perspective to the technical reserves within the balance sheet. The shareholders' funds support the capital position, whilst maintaining sufficient liquidity to enable the business to meet its commitments.

Asset allocation (NZD)

Asset allocations remain broadly consistent with the pcp and in accordance with risk appetite.

	Jun-24		Dec-23		Jun-23		Dec-22	
	NZ$M	%	NZ$M	%	NZ$M	%	NZ$M	%
Insurance funds								
Cash and short-term deposits	273	29	218	25	312	37	249	32
Interest-bearing securities	673	71	649	75	527	63	535	68
Total Insurance funds	**946**	**100**	**867**	**100**	**839**	**100**	**784**	**100**
Shareholders' funds								
Cash and short-term deposits	55	9	37	8	43	10	45	10
Interest-bearing securities	334	57	220	48	222	50	223	52
Equities & Unit Trusts	193	34	204	44	179	40	164	38
Total shareholders' funds	**582**	**100**	**461**	**100**	**444**	**100**	**432**	**100**
Total	**1,528**	**–**	**1,328**	**–**	**1,283**	**–**	**1,216**	**–**
Shareholders' funds composition								
Domestic	501	86	375	81	370	83	363	84
International	81	14	86	19	74	17	69	16
Total	**582**	**100**	**461**	**100**	**444**	**100**	**432**	**100**

Credit quality (NZD)

The average credit rating for New Zealand investment assets remained largely consistent with the pcp.

	Jun-24		Dec-23		Jun-23		Dec-22	
	NZ$M	%	NZ$M	%	NZ$M	%	NZ$M	%
AAA	296	22	214	19	189	17	190	18
AA	662	50	585	52	643	58	570	54
A	356	26	293	26	247	22	252	24
BBB	21	2	32	3	26	2	40	4
Total	**1,335**	**100**	**1,124**	**100**	**1,105**	**100**	**1,052**	**100**

Duration

	Jun-24	Dec-23	Jun-23	Dec-22
	Years	Years	Years	Years
Insurance funds				
Interest rate duration	1.1	1.1	0.9	1.2
Shareholders' funds				
Interest rate duration	2.2	2.2	2.0	2.2

The interest rate duration of the insurance funds continues to closely match the duration of insurance liabilities, which comprises outstanding claims and premium liabilities.

Investment performance (NZD)

	FY24	FY23	FY24 v FY23	2H24	1H24	2H23	1H23	2H24 v 1H24	2H24 v 2H23
	NZ$M	NZ$M	%	NZ$M	NZ$M	NZ$M	NZ$M	%	%
Investment income on insurance funds									
Cash and short-term deposits	10	8	25.0	5	5	5	3	–	–
Interest-bearing securities and other	47	23	104.3	22	25	18	5	(12.0)	22.2
Total investment income on insurance funds	**57**	**31**	**83.9**	**27**	**30**	**23**	**8**	**(10.0)**	**17.4**
Investment income on shareholders' funds									
Cash and short-term deposits	4	2	100.0	2	2	1	1	–	100.0
Interest-bearing securities	18	9	100.0	7	11	8	1	(36.4)	(12.5)
Equities and unit trusts	17	9	88.9	9	8	7	2	12.5	28.6
Total investment income on shareholders' funds	**39**	**20**	**95.0**	**18**	**21**	**16**	**4**	**(14.3)**	**12.5**
Total investment income	**96**	**51**	**88.2**	**45**	**51**	**39**	**12**	**(11.8)**	**15.4**

Total investment income of $96 million, represents an annualised return of 6.8%, up from a gain of $51 million or 4.1% annualised return. Higher underlying yields, mark-to-market gains and strong global equities returns have contributed to the improved investment income performance.

Insurance funds (NZD)

Investment income on insurance funds of $57 million, represents an annualised gain of 6.4%, up from a gain of $31 million and 3.8% annualised return. Underlying yield on insurance funds was 4.9%.

	FY24		FY23		2H24		1H24		2H23		1H23	
	NZ$M	%	NZ$M	%	NZ$M	%	NZ$M	%	NZ$M	%	NZ$M	%
Total Investment Income on Insurance funds	**57**	**6.4**	**31**	**3.8**	**27**	**6.0**	**30**	**7.3**	**23**	**5.7**	**8**	**2.1**
Less : mark-to-market movements	(13)		(11)		(1)		(12)		(8)		(3)	
Underlying Yield / Underlying Investment income	**44**	**4.9**	**20**	**2.6**	**26**	**5.8**	**18**	**4.4**	**15**	**3.8**	**5**	**1.4**
Less : Discount unwind on claims liabilities	(5)		(9)				(5)		(3)		(6)	
Net underlying investment income	**39**		**11**		**26**		**13**		**12**		**(1)**	

Shareholders' funds (NZD)

Investment income on shareholders' funds of $39 million, represents an annualised gain of 7.6%, up from a gain of $20 million or 4.5% annualised return.

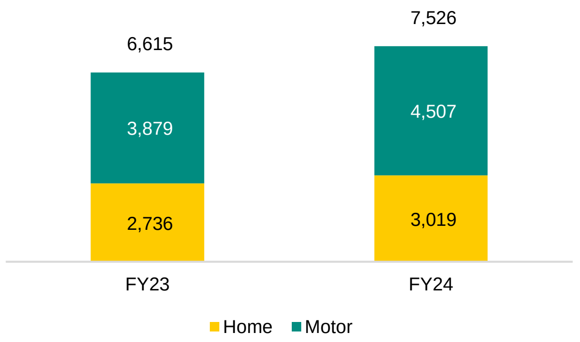
3. Consumer Insurance

Consumer Insurance offers a suite of Home, Contents and Motor insurance products in Australia through its network of brands including AAMI, Suncorp Insurance, GIO, Apia, CIL, Terri Scheer, Shannons and Bingle.

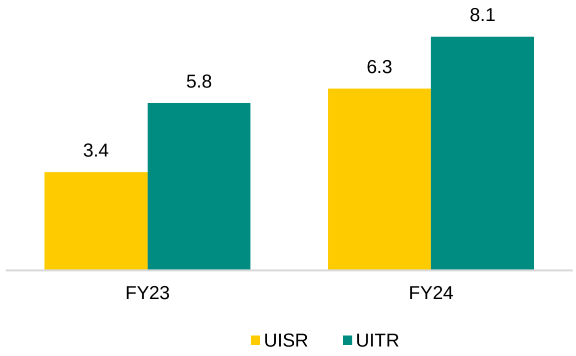
Result overview

- Consumer Insurance delivered profit after tax of $424 million, up 112.0%, with continued momentum in revenue growth driving margin repair despite an increase in working claims costs over the year and prior year claims strain in 1H24.
- GWP of $7,526 million increased 13.8% with growth across both AWP and units in Home and Motor. Unit growth was driven by strong new business, with renewals in line with expectation. AWP increases reflected the pricing response to higher input costs of reinsurance, natural hazard costs and working claims inflation, partially offset by expense efficiency from diligent cost management and the impact of the CRP.
- Net insurance revenue of $6,263 million increased 16.5% reflecting the earned impact of the pricing changes.
- Net incurred claims of $4,953 million increased 14.0% reflecting increased exposure due to higher units, unfavourable development of prior year claims and ongoing working claims inflation. Around 90,000 natural hazard claims from customers were accepted over the year, with 78% finalised.
- The total expense ratio reduced from 16.9% to 15.4% due to effective cost management, despite inflationary impacts and increased investment in growth related spend.
- Margin repair continued with the UISR increasing from 3.4% to 6.3%, driven by the earned impact of pricing changes.
- Customers continue to engage digitally as the business improves the customer experience. Digital sales and service transactions for mass brand products increased to 75% and 48% respectively.

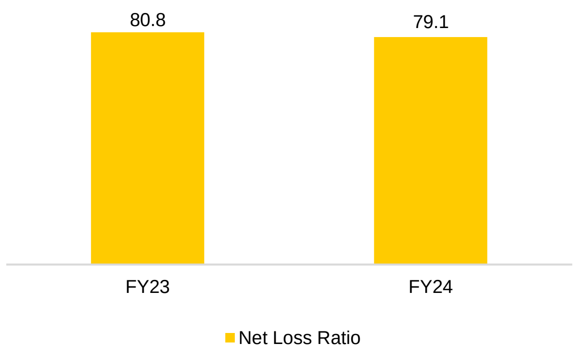
GROSS WRITTEN PREMIUM ($M)



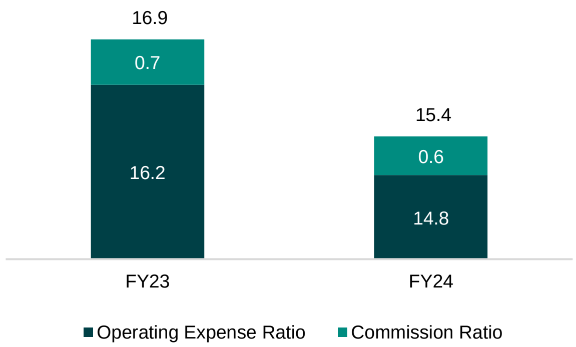
UNDERLYING MARGIN (%)



NET LOSS RATIO (%)



TOTAL EXPENSE RATIO (%)



Profit contribution

	FY24	FY23	FY24 v FY23	2H24	1H24	2H23	1H23	2H24 v 1H24	2H24 v 2H23
	$M	$M	%	$M	$M	$M	$M	%	%
Gross written premium	**7,526**	**6,615**	**13.8**	**3,863**	**3,663**	**3,446**	**3,169**	**5.5**	**12.1**
Insurance revenue	7,054	6,196	13.8	3,610	3,444	3,157	3,039	4.8	14.3
Reinsurance premium	(791)	(821)	3.7	(397)	(394)	(428)	(393)	(0.8)	7.2
Net insurance revenue	6,263	5,375	16.5	3,213	3,050	2,729	2,646	5.3	17.7
Net incurred claims	(4,953)	(4,345)	(14.0)	(2,510)	(2,443)	(2,132)	(2,213)	(2.7)	(17.7)
Direct operating expenses	(903)	(851)	(6.1)	(459)	(444)	(430)	(421)	(3.4)	(6.7)
Commission expenses	(40)	(38)	(5.3)	(20)	(20)	(19)	(19)	–	(5.3)
Insurance service result	**367**	**141**	**160.3**	**224**	**143**	**148**	**(7)**	**56.6**	**51.4**
Investment income on insurance funds	203	134	51.5	81	122	74	60	(33.6)	9.5
Discount unwind and rate adj. on claims liabilities	(73)	(41)	(78.0)	(36)	(37)	(24)	(17)	2.7	(50.0)
Non-directly attributable expenses	(24)	(22)	(9.1)	(14)	(10)	(14)	(8)	(40.0)	–
Insurance trading result	**473**	**212**	**123.1**	**255**	**218**	**184**	**28**	**17.0**	**38.6**
Investment income on shareholder funds	175	102	71.6	80	95	68	34	(15.8)	17.6
Joint venture and other[1]	(43)	(31)	(38.7)	(19)	(24)	(15)	(16)	20.8	(26.7)
Profit before tax	**605**	**283**	**113.8**	**316**	**289**	**237**	**46**	**9.3**	**33.3**
Income tax	(181)	(83)	(118.1)	(95)	(86)	(69)	(14)	(10.5)	(37.7)
Consumer Insurance profit after tax	**424**	**200**	**112.0**	**221**	**203**	**168**	**32**	**8.9**	**31.5**

1. Joint venture and other includes capital funding costs (FY24: $28 million), investment expenses (FY24: $14 million) and joint venture (FY24: loss $2 million).

Underlying adjustments

	FY24	FY23	2H24	1H24	2H23	1H23	
	$M	$M	$M	$M	$M	$M	**Account line**
Natural hazards above / (below) allowances	(59)	9	10	(69)	(75)	84	Net Incurred Claims
Reserve release (above) / below assumption	134	(46)	18	116	(7)	(39)	Net Incurred Claims
Risk Adjustment	16	21	4	12	4	17	Net Incurred Claims
Loss Component	(71)	54	(16)	(55)	31	23	Net Incurred Claims
Abnormal (simplification / restructuring) expenses	6	4	3	3	–	4	Direct Opex
Total adjustments to insurance service results	**26**	**42**	**19**	**7**	**(47)**	**89**	
Mark-to-market on insurance funds income	15	67	28	(13)	35	32	Inv. Inc. on Ins. Funds
Discount rate adjustment on claims liabilities	(5)	(11)	(8)	3	(9)	(2)	Disc. on Claims Liab.
Total adjustments to insurance trading results	**36**	**98**	**39**	**(3)**	**(21)**	**119**	
Mark-to-market on shareholder funds income	(9)	9	9	(18)	–	9	Inv. Inc. on SH Funds
Total adjustments to profit before tax	**27**	**107**	**48**	**(21)**	**(21)**	**128**	
Tax on underlying adjustments	(8)	(31)	(14)	6	6	(37)	Tax
Total adjustments to profit after tax	**19**	**76**	**34**	**(15)**	**(15)**	**91**	

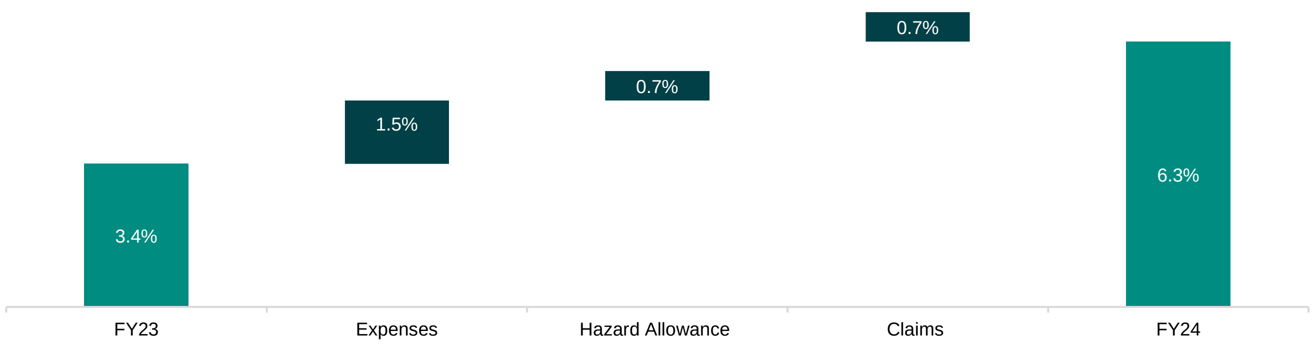
Underlying profit contribution

	FY24	FY23	FY24 v FY23	2H24	1H24	2H23	1H23	2H24 v 1H24	2H24 v 2H23
	$M	$M	%	$M	$M	$M	$M	%	%
Gross written premium	**7,526**	**6,615**	**13.8**	**3,863**	**3,663**	**3,446**	**3,169**	**5.5**	**12.1**
Insurance revenue	7,054	6,196	13.8	3,610	3,444	3,157	3,039	4.8	14.3
Reinsurance premium	(791)	(821)	3.7	(397)	(394)	(428)	(393)	(0.8)	7.2
Net insurance revenue	6,263	5,375	16.5	3,213	3,050	2,729	2,646	5.3	17.7
Net incurred claims	(4,933)	(4,307)	(14.5)	(2,494)	(2,439)	(2,179)	(2,128)	(2.3)	(14.5)
Direct operating expenses	(897)	(847)	(5.9)	(456)	(441)	(430)	(417)	(3.4)	(6.0)
Commission expenses	(40)	(38)	(5.3)	(20)	(20)	(19)	(19)	–	(5.3)
Underlying insurance service result	**393**	**183**	**114.8**	**243**	**150**	**101**	**82**	**62.0**	**140.6**
Investment income on insurance funds	218	201	8.5	109	109	109	92	–	–
Discount unwind on claims liabilities	(78)	(52)	(50.0)	(44)	(34)	(33)	(19)	(29.4)	(33.3)
Non-directly attributable expenses	(24)	(22)	(9.1)	(14)	(10)	(14)	(8)	(40.0)	–
Underlying insurance trading result	**509**	**310**	**64.2**	**294**	**215**	**163**	**147**	**36.7**	**80.4**
Investment income on shareholder funds	166	111	49.5	89	77	68	43	15.6	30.9
Joint Venture and other	(43)	(31)	(38.7)	(19)	(24)	(15)	(16)	20.8	(26.7)
Underlying profit before tax	**632**	**390**	**62.1**	**364**	**268**	**216**	**174**	**35.8**	**68.5**
Income tax	(189)	(114)	(65.8)	(109)	(80)	(63)	(51)	(36.3)	(73.0)
Underlying Consumer profit after tax	**443**	**276**	**60.5**	**255**	**188**	**153**	**123**	**35.6**	**66.7**

Key ratios

	FY24	FY23	2H24	1H24	2H23	1H23
	%	%	%	%	%	%
Commission expense ratio	0.6	0.7	0.6	0.7	0.7	0.7
Operating expense ratio	14.8	16.2	14.7	14.9	16.3	16.2
Total expense ratio	15.4	16.9	15.3	15.6	17.0	16.9
Net loss ratio	79.1	80.8	78.1	80.1	78.1	83.6
Combined operating ratio	94.5	97.7	93.4	95.7	95.1	100.5
Insurance services ratio	5.9	2.6	7.0	4.7	5.4	(0.3)
Underlying insurance services ratio	6.3	3.4	7.6	4.9	3.7	3.1
Underlying insurance trading ratio	8.1	5.8	9.2	7.0	6.0	5.6

Underlying ISR movements



Consumer margin repair continued with underlying ISR increasing from 3.4% to 6.3%. Underpinning this improvement was the earn through of targeted pricing changes to cover higher costs from reinsurance, natural hazards, and working claims inflation in recent years. This resulted in improved ratios across expenses, working claims and natural hazards.

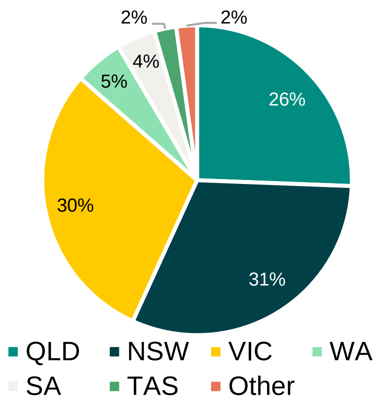
Gross written premium

GWP by product

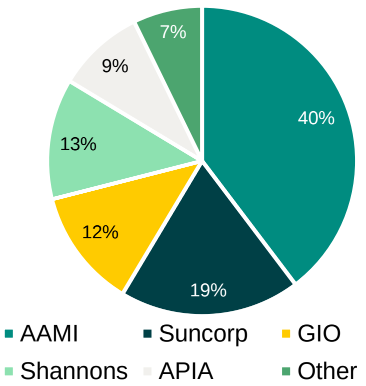
	FY24	FY23	FY24 v FY23	2H24	1H24	2H23	1H23	2H24 v 1H24	2H24 v 2H23
	$M	$M	%	$M	$M	$M	$M	%	%
Motor	4,507	3,879	16.2	2,349	2,158	2,054	1,825	8.9	14.4
Home	3,019	2,736	10.3	1,514	1,505	1,392	1,344	0.6	8.8
Total GWP	**7,526**	**6,615**	**13.8**	**3,863**	**3,663**	**3,446**	**3,169**	**5.5**	**12.1**
Total ESL	**138**	**122**	**13.1**	**68**	**70**	**63**	**59**	**(2.9)**	**7.9**

Consumer GWP FY24 % split

BY GEOGRAPHY (1)

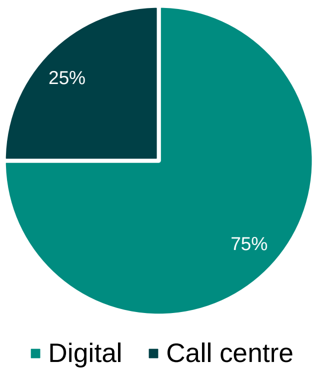


BY BRAND (2)



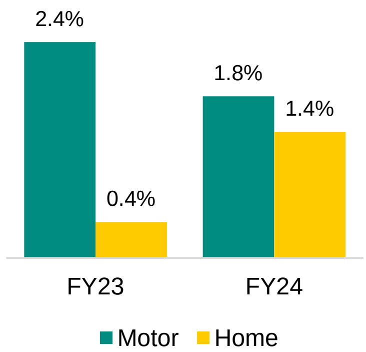
BY DIRECT CHANNEL

(Mass brands new business)

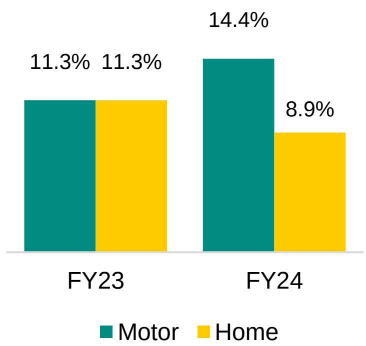


Note: (1) Other in 'by Geography' represents ACT & NT (2) Other in 'by Brand' represents Bingle, CIL, Terri Scheer.

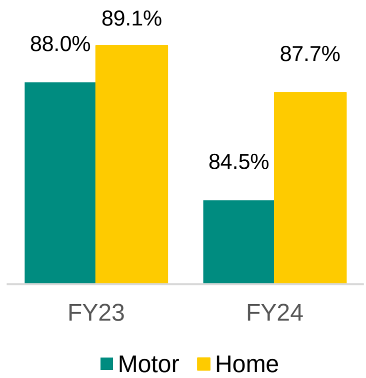
UNIT GROWTH



AWP GROWTH



RENEWAL RATE



Motor

Motor GWP growth was 16.2%, reflecting AWP up 14.4% and unit growth of 1.8%. GWP growth was broad-based across all brands as the Group continues to differentiate its brands and better position them for customer needs, while AWP growth reflects pricing for claims inflation. Growth has been driven by investment in marketing activities, along with continuous improvements in digital functionality and product enhancements.

Home

Home achieved GWP growth of 10.3%, with AWP up 8.9% and unit growth of 1.4%. The price increases reflected rising natural hazard and reinsurance costs, as well as pricing for ongoing working claims inflation, partially offset by customer benefits from entry into the CRP. The Home portfolio achieved growth supported by stable renewal rates and strong new business volumes reflecting marketing and digital investment. The portfolio composition continues to improve from enhanced risk selection, due to our investment in pricing capability on working and natural hazards claims.

Net incurred claims

On an underlying basis (excluding the prior year reserve release movements and normalising hazards experience to allowance), net incurred claims increased 14.5%, below the 16.5% increase in net insurance revenue.

Motor

Motor claims costs increased from ongoing industry-wide inflationary pressures such as supply chain capacity constraints, higher sums insured on total loss claims and higher third-party settlements.

Management's responses to these challenges have included:

- Expansion of Suncorp's repair panel to leverage additional repair capacity across the network, including an uplift in fixed price repairers (focus on both driveable and non-driveable repairs) and ongoing expansion of our aligned repairer network;
- Targeted investment in resourcing to manage the surge of delayed third-party settlements and reduce recoveries timeframes; and
- Continued investment in technology, process improvement, and productivity tools targeting an improved end-to-end customer experience and reduction in claim life.

2H24 has seen an easing of supply chain impacts, with claims inflation moderating from highs in FY23.

Home

Home claims costs increased from industry-wide inflation across construction and labour rates, reflected in sum insured inflation, as well as a higher average claim size across fire and water loss causes. The higher water (Escape of Liquid) average claim cost was due to industry and regulatory change focusing on customer outcomes. There was an increase in the severity of fire claims, reflecting the volatility in outcomes associated with this loss cause, as well as factors like the presence of lithium-ion batteries in households.

Management's responses to these challenges included:

- Focused vendor cost and performance management, including strategic system enhancements to support ease of performance monitoring, optimised volume allocations, rate tracking and negotiations;
- Large loss project management model in place for fire claims, designed to control scope and mitigate losses;
- Specialist panel for water claims ensuring fast assessment and scoping of damage to enable repairs to be completed quickly; and
- Pricing and underwriting changes to reflect this changed environment.

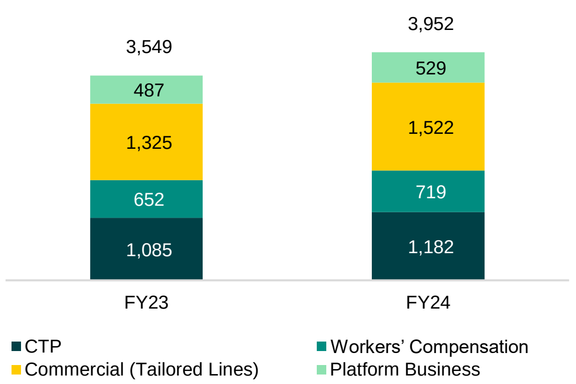
4. Commercial and Personal Injury Insurance

The Commercial and Personal Injury Insurance business supports the Commercial Insurance, Workers' Compensation and Compulsory Third Party (CTP) needs of its customers in Australia through brands including Vero, GIO, AAMI, Apia and Suncorp Insurance. The business is structured around four key customer segments; Commercial (Tailored Lines), CTP, Workers' Compensation, and SME and direct customers (Platforms).

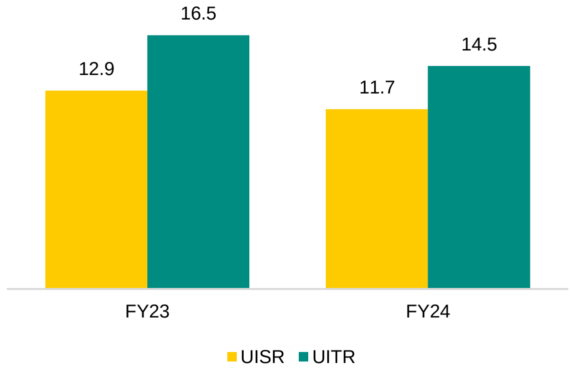
Result overview

- The Commercial & Personal Injury portfolio delivered profit after tax of $381 million, down 14.0%. This was primarily driven by the release of the business interruption provision of $124 million in FY23, and a reduction in prior year reserve releases in the CTP portfolios in FY24. On an underlying basis, which is normalised for reserve releases, profit after tax increased by 11.0% driven by strong underwriting results in the Commercial (Tailored Lines) portfolios and margin improvement in Platforms.
- GWP of $3,952 million increased 11.4%, with growth across all portfolios. Growth was particularly strong, up 14.9%, across the Commercial (Tailored Lines) portfolio, especially in Fleet and Commercial Property. Rate in some classes within Tailored Lines peaked in the first half of the financial year.
- Prior year reserve releases were $34 million (compared to $210 million of releases in FY23, of which $124 million was driven by release of the business interruption provision).
- Underlying net incurred claims of $2,338 million increased 13.2%. Claims expense increased in line with strong top-line growth and a reduction in prior year reserve releases.
- The total expense ratio reduced by 0.1% to 21.2% including the cost of ongoing investment in improving broker connectivity and managing the cost of regulatory reform.
- UISR of 11.7% reduced 1.2%, predominantly driven by the reduction in reserve releases assumption in the CTP portfolio. The reduction in the Group's reserve release assumption from 1.5% of Group NIR to 0.7% equates to a 2.6% reduction in UISR for Commercial and Personal Injury.

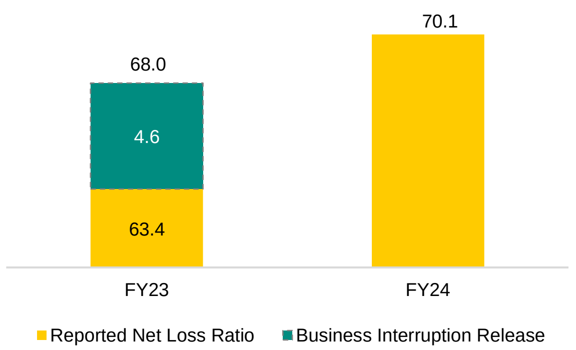
GROSS WRITTEN PREMIUM ($M)



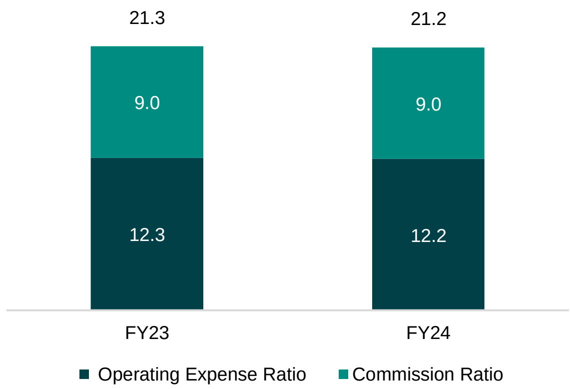
UNDERLYING MARGIN (%)



NET LOSS RATIO (%)[1]



TOTAL EXPENSE RATIO (%)



[1] Business interruption impact was a central estimate release of $124 million and risk margin of $19.4 million.

Profit contribution

	FY24 $M	FY23 $M	FY24 v FY23 %	2H24 $M	1H24 $M	2H23 $M	1H23 $M	2H24 v 1H24 %	2H24 v 2H23 %
Gross written premium	**3,952**	**3,549**	**11.4**	**2,047**	**1,905**	**1,877**	**1,672**	**7.5**	**9.1**
Insurance revenue	3,759	3,412	10.2	1,906	1,853	1,718	1,694	2.9	10.9
Reinsurance premium	(291)	(290)	(0.3)	(143)	(148)	(152)	(138)	3.4	5.9
Net insurance revenue	3,468	3,122	11.1	1,763	1,705	1,566	1,556	3.4	12.6
Net incurred claims	(2,431)	(1,978)	(22.9)	(1,197)	(1,234)	(1,022)	(956)	3.0	(17.1)
Direct operating expenses	(413)	(374)	(10.4)	(212)	(201)	(194)	(180)	(5.5)	(9.3)
Commission expenses	(311)	(282)	(10.3)	(165)	(146)	(145)	(137)	(13.0)	(13.8)
Insurance service result	**313**	**488**	**(35.9)**	**189**	**124**	**205**	**283**	**52.4**	**(7.8)**
Investment income on insurance funds	348	203	71.4	88	260	124	79	(66.2)	(29.0)
Discount unwind and rate adj. on claims liabilities	(234)	(84)	(178.6)	(64)	(170)	(55)	(29)	62.4	(16.4)
Non-directly attributable expenses	(9)	(10)	10.0	(5)	(4)	(5)	(5)	(25.0)	–
Insurance trading result	**418**	**597**	**(30.0)**	**208**	**210**	**269**	**328**	**(1.0)**	**(22.7)**
Investment income on shareholder funds	158	98	61.2	73	85	66	32	(14.1)	10.6
Managed schemes, joint venture and other[1]	(33)	(69)	52.2	(15)	(18)	(37)	(32)	16.7	59.5
Profit before tax	**543**	**626**	**(13.3)**	**266**	**277**	**298**	**328**	**(4.0)**	**(10.7)**
Income tax	(162)	(183)	11.5	(79)	(83)	(86)	(97)	4.8	8.1
Commercial & Personal Injury profit after tax	**381**	**443**	**(14.0)**	**187**	**194**	**212**	**231**	**(3.6)**	**(11.8)**

1. Managed schemes, joint venture and other includes capital funding costs (FY24: $25 million), investment expenses (FY24: $12 million), other expenses (FY24: $3m), joint venture (FY24: $2 million), offset by managed fund results (FY24: $9 million).

Underlying adjustments

	FY24 $M	FY23 $M	2H24 $M	1H24 $M	2H23 $M	1H23 $M	Account line
Natural hazards above / (below) allowances	5	(11)	10	(5)	(11)	–	Net Incurred Claims
Reserve release (above) / below assumption	47	(57)	(15)	62	32	(89)	Net Incurred Claims
Risk Adjustment	29	(8)	13	16	(8)	–	Net Incurred Claims
Loss Component	12	(11)	11	1	(8)	(3)	Net Incurred Claims
Abnormal (simplification / restructuring) expenses	1	2	1	–	–	2	Direct Opex
Total adjustments to insurance service results	**94**	**(85)**	**20**	**74**	**5**	**(90)**	
Mark-to-market on insurance funds income	26	102	100	(74)	60	42	Inv. Inc. on Ins. Funds
Discount rate adjustment on claims liabilities	(36)	(98)	(76)	40	(55)	(43)	Disc. on Claims Liab.
Total adjustments to insurance trading results	**84**	**(81)**	**44**	**40**	**10**	**(91)**	
Mark-to-market on shareholder funds income	(8)	8	8	(16)	(2)	10	Inv. Inc. on SH Funds
Total adjustments to profit before tax	**76**	**(73)**	**52**	**24**	**8**	**(81)**	
Tax on underlying adjustments	(23)	21	(16)	(7)	(3)	24	Tax
Total adjustments to profit after tax	**53**	**(52)**	**36**	**17**	**5**	**(57)**	

Underlying profit contribution

	FY24 $M	FY23 $M	FY24 v FY23 %	2H24 $M	1H24 $M	2H23 $M	1H23 $M	2H24 v 1H24 %	2H24 v 2H23 %
Gross written premium	**3,952**	**3,549**	**11.4**	**2,047**	**1,905**	**1,877**	**1,672**	**7.5**	**9.1**
Insurance revenue	3,759	3,412	10.2	1,906	1,853	1,718	1,694	2.9	10.9
Reinsurance premium	(291)	(290)	(0.3)	(143)	(148)	(152)	(138)	3.4	5.9
Net insurance revenue	3,468	3,122	11.1	1,763	1,705	1,566	1,556	3.4	12.6
Net incurred claims	(2,338)	(2,065)	(13.2)	(1,178)	(1,160)	(1,017)	(1,048)	(1.6)	(15.8)
Direct operating expenses	(412)	(372)	(10.8)	(211)	(201)	(194)	(178)	(5.0)	(8.8)
Commission expenses	(311)	(282)	(10.3)	(165)	(146)	(145)	(137)	(13.0)	(13.8)
Underlying insurance service result	**407**	**403**	**1.0**	**209**	**198**	**210**	**193**	**5.6**	**(0.5)**
Investment income on insurance funds	374	305	22.6	188	186	184	121	1.1	2.2
Discount unwind on claims liabilities	(270)	(182)	(48.4)	(140)	(130)	(110)	(72)	(7.7)	(27.3)
Non-directly attributable expenses	(9)	(10)	10.0	(5)	(4)	(5)	(5)	(25.0)	–
Underlying insurance trading result	**502**	**516**	**(2.7)**	**252**	**250**	**279**	**237**	**0.8**	**(9.7)**
Investment income on shareholder funds	150	106	41.5	81	69	64	42	17.4	26.6
Managed schemes, joint venture and other	(33)	(69)	52.2	(15)	(18)	(37)	(32)	16.7	59.5
Underlying Profit before tax	**619**	**553**	**11.9**	**318**	**301**	**306**	**247**	**5.6**	**3.9**
Income tax	(185)	(162)	(14.2)	(95)	(90)	(89)	(73)	(5.6)	(6.7)
Underlying Comm. & Personal Injury profit after tax	**434**	**391**	**11.0**	**223**	**211**	**217**	**174**	**5.7**	**2.8**

Key ratios

	FY24 %	FY23 %	2H24 %	1H24 %	2H23 %	1H23 %
Commission expense ratio	9.0	9.0	9.4	8.6	9.3	8.8
Operating expense ratio	12.2	12.3	12.3	12.0	12.7	11.9
Total expense ratio	21.2	21.3	21.7	20.6	22.0	20.7
Net loss ratio	70.1	63.4	67.9	72.4	65.3	61.4
Combined operating ratio	91.3	84.7	89.6	93.0	87.3	82.1
Insurance services ratio	9.0	15.6	10.7	7.3	13.1	18.2
Underlying insurance services ratio	11.7	12.9	11.9	11.6	13.4	12.4
Underlying insurance trading ratio	14.5	16.5	14.3	14.7	17.8	15.2

Underlying ISR movements

Underlying ISR decreased from 12.9% to 11.7%. The decrease was predominately driven by the reduction in reserve release assumption in the CTP portfolio, partially offset by strong growth and disciplined expense and claims management.

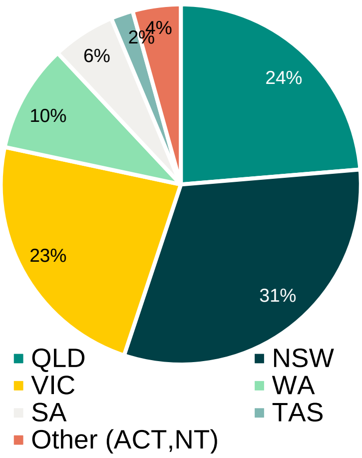
Gross written premium

GWP by product

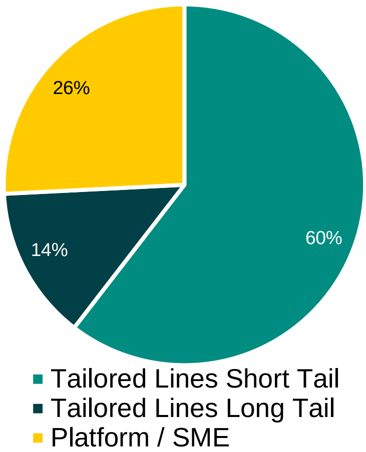
	FY24 $M	FY23 $M	FY24 v FY23 %	2H24 $M	1H24 $M	2H23 $M	1H23 $M	2H24 v 1H24 %	2H24 v 2H23 %
Platform Business	529	487	8.6	270	259	247	240	4.2	9.3
Commercial (Tailored lines)	1,522	1,325	14.9	710	812	637	688	(12.6)	11.5
Compulsory Third Party	1,182	1,085	8.9	615	567	564	521	8.5	9.0
Workers' Compensation	719	652	10.3	452	267	429	223	69.3	5.4
Total GWP	**3,952**	**3,549**	**11.4**	**2,047**	**1,905**	**1,877**	**1,672**	**7.5**	**9.1**
Total ESL	**44**	**42**	**4.8**	**21**	**23**	**23**	**19**	**(8.7)**	**(8.7)**

Platform Business and Commercial GWP FY24 % split

BY GEOGRAPHY



BY PRODUCT



Note - GWP by geography based on risk address.

Platform Business

Platforms GWP grew 8.6%, driven by strong rate and new business performance in Commercial Motor (which was connected to an additional broking platform in the fourth quarter of FY24 consistent with the strategy for this portfolio) and new business growth in Intermediated SME (also delivered through improved performance and connectivity with broker platforms). Across Platforms, average rate and exposure increased 9% and retention rates averaged 76%.

Commercial (Tailored lines)

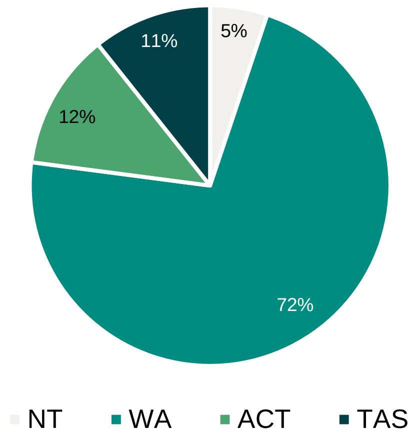
Commercial (Tailored lines) GWP increased 14.9%.

The short-tail tailored underwriting portfolio, representing 81% of Commercial GWP, delivered growth of 16.4%. A strong retention rate of 92% and average rate and exposure increases of 10% were slightly lower compared to the pcp. Growth was predominately driven by the Fleet and Property classes, due to higher new business as well as above average retention and rate increases. The National Transport Insurance (NTI) joint venture also grew strongly, mainly due to renewals.

Long-tail tailored underwriting portfolios achieved GWP growth of 8.6%, with an average retention of 90% and rate and exposure increases of 5%. Growth was stronger in Surety and Liability than financial lines.

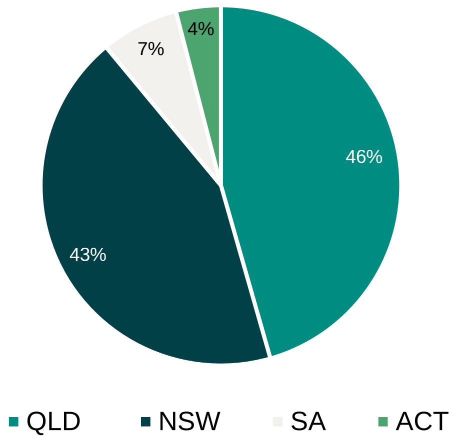
Workers' Compensation GWP FY24 % split

BY GEOGRAPHY



Compulsory Third Party GWP FY24 % split

BY GEOGRAPHY



Workers' Compensation

Workers' Compensation GWP increased 10.3%. Growth was driven by a strong retention rate of 89% and an increase in wage rates of 6%.

Compulsory Third Party

CTP GWP increased 8.9%, primarily driven by Queensland. The Queensland portfolio grew 21.9% driven by the exit of RACQ from the Scheme in October 2023. The Group is receiving a one-third share of the RACQ book of business as policies renew up to October 2024, increasing rolling 12-month market share by 8% to 50.8% in this scheme. Rolling 3-month market share as at June 2024 is 53.4%. Growth in New South Wales of 5.1% was largely driven by increases reflecting sustainable pricing, new business and strong growth in commercial accounts. In South Australia, GWP declined 16.6%, as favourable claims experience led to reductions in market pricing and market share moderated due to improvement in competitor claimant survey ratings. ACT experienced a 13.7% reduction in GWP driven by competitor price positions.

Net incurred claims

The net loss ratio increased from 63.4% to 70.1%, with 4.6% of the increase driven by the release of the business interruption provision and associated risk margin in FY23, with lower prior year reserve releases in the CTP portfolios in FY24 the other key driver.

On an underlying basis, which is adjusted for the business interruption provision release and normalises reserve releases, net incurred claims increased 13.2%, ahead of the 11.1% increase in net insurance revenue. This increase reflected portfolio growth, business mix, a lower reserve release assumption and claims inflation, partly offset by the impact of higher bond yields and the discounting benefit on new claims.

Platform Business

While Platform Business loss ratios improved over FY24, targeted risk selection and pricing activities are in progress to improve premium adequacy for the Intermediated SME portfolio. Actual prior year reserve releases were a small strain for the full year. The first half included a strain for the Intermediated SME portfolio (driven by large prior year fires) and non-Fleet Motor (driven by claims inflation); the second half included a release across all portfolios as experience improved. The provision for COVID-19 business interruption claims remains at $16 million and reflects the remaining uncertainty around the potential for future legal challenges.

Commercial (Tailored lines)

Commercial claims loss ratios increased, driven by Commercial Fleet which experienced double digit inflation in average claim sizes in 1H24. Prior and current year reserves were strengthened to reflect these 1H24 trends and performance improved in 2H24. In addition, prior year reserves were strengthened for historical abuse claims where additional claims and cost pressures were reported (an issue which impacted both halves). These impacts were largely offset by reserve releases across other long-tail portfolios, in particular in the professional indemnity portfolio and the run-off asbestos portfolio.

Compulsory Third Party

CTP claims costs increased reflecting premium growth in Queensland and New South Wales. Loss ratios increased reflecting the higher inflationary environment and lower expected reserve releases. Actual reserve releases moderated, largely driven by the higher inflationary environment and broad-based superimposed inflation in Queensland (including medical and legal costs).

Excluded from CTP net incurred claims is a reserve release of $36 million relating to TEPL (FY23 $77 million). As the New South Wales CTP scheme performed favourably for accident years 2018 and 2019, the TEPL provision was increased to recognise the excess profit that is expected to be payable to the regulator. An offsetting increase in the underwriting expense was also excluded.

Workers' Compensation

Workers' Compensation loss ratios improved as premium grew strongly and the long-tail portfolio benefited from the impact of higher bond yields and the discounting benefit on new claims. In Western Australia, prior year reserves were strengthened to recognise higher emerging lump sum costs across older accident periods (reflecting the ongoing impact of historical regulation changes) as well as the impact of new regulatory changes (commenced 1 July 2024) on the open claims portfolio.

Managed schemes, joint venture and other

This line item includes the profit result from Suncorp's managed schemes business, as well as joint venture profit results and other costs.

Suncorp continues to be part of a scheme arrangement with the New South Wales Government receiving revenue as a claims service provider to manage its existing Workers' Compensation portfolio. The new iCare contract came into effect from 1 January 2023. Suncorp has retained its position as a service provider on tail claims and for corporate employers, and now participates in managing claims for SMEs. Revenue continues to be driven by the iCare contract. Profitability has been restored to the managed schemes business unit due to disciplined expense management.

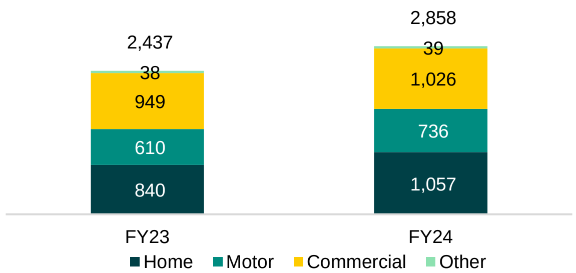
5. Suncorp New Zealand

Suncorp New Zealand[1] represents Suncorp's operations within New Zealand. General and Life Insurance products are manufactured internally and distributed via intermediaries. General and Life Insurance is also underwritten and white-labelled via corporate partners. Joint ventures and a Life Insurance distribution arrangement with the New Zealand Automobile Association offer solutions manufactured and sold directly to customers. On 4 April, Suncorp Group Limited announced it entered into a share sale and purchase agreement with Resolution Life NOHC to sell its New Zealand Life Insurance business, Asteron Life Limited.

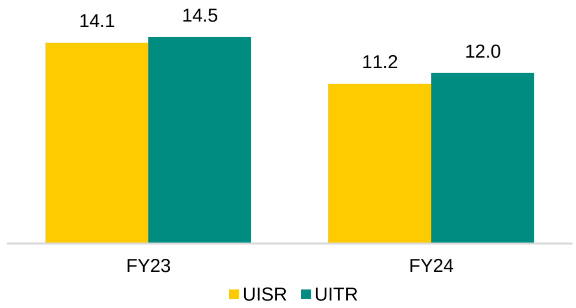
Result overview

- Suncorp New Zealand profit after tax of $230 million increased 152.7%.
- General Insurance profit after tax of $211 million increased 224.6%. The business benefitted from a benign natural hazard claims experience in FY24, with the prior year impacted by significant weather events driving adverse natural hazards claims experience and additional reinsurance reinstatement premium.
- The General Insurance business also benefitted from strong top line growth, a moderation in working claims experience, and improved investment income. This was partially offset by increased reinsurance costs, commissions, and investment in strategic projects.
- GWP of $2,858 million increased 17.3%. Intermediated and direct channels recorded strong growth through pricing increases in response to higher input costs, and solid unit growth, largely in the Consumer portfolios.
- Net incurred claims of $1,228 million increased 0.2%. Natural hazard costs were lower relative to the prior year, however working claims were impacted by unit growth and inflationary pressures that have moderated through the year.
- The UISR decreased to 11.2%, impacted by significant increases in reinsurance costs, higher natural hazard allowance, and a premium earn-through lag following pricing increases in response to higher input costs. The UISR increased to 13.1% in 2H24 as the earn through of pricing increases drove margin improvement.
- Life Insurance profit after tax of $19 million decreased 26.9%. In-force premium of $336 million, grew 5.3%.

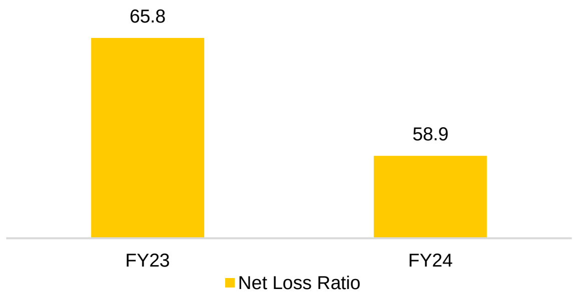
GENERAL INSURANCE GWP ($M)



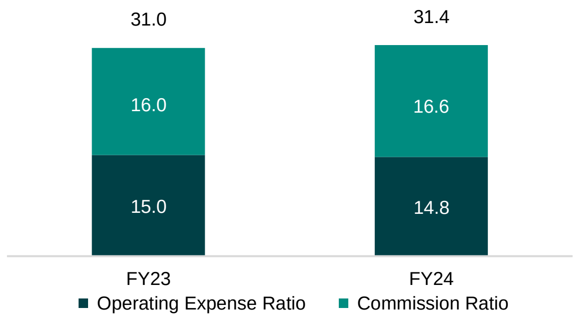
UNDERLYING MARGIN (%)



NET LOSS RATIO (%)



TOTAL EXPENSE RATIO (%)



1. Suncorp New Zealand includes Vero Insurance New Zealand, Vero Liability, Asteron Life, AA Insurance and AA Finance; All figures and commentary in the New Zealand section are displayed in New Zealand Dollars (NZD) unless otherwise specified

Profit contribution (NZD)

	FY24	FY23	FY24 v FY23	2H24	1H24	2H23	1H23	2H24 v 1H24	2H24 v 2H23
	NZ$M	NZ$M	%	NZ$M	NZ$M	NZ$M	NZ$M	%	%
Gross written premium	**2,858**	**2,437**	**17.3**	**1,447**	**1,411**	**1,257**	**1,180**	**2.6**	**15.1**
Insurance revenue	2,634	2,266	16.2	1,363	1,271	1,153	1,113	7.2	18.2
Reinsurance premium	(548)	(404)	(35.6)	(281)	(267)	(255)	(149)	(5.2)	(10.2)
Net insurance revenue	2,086	1,862	12.0	1,082	1,004	898	964	7.8	20.5
Net incurred claims	(1,228)	(1,226)	(0.2)	(608)	(620)	(646)	(580)	1.9	5.9
Direct operating expenses	(285)	(271)	(5.2)	(146)	(139)	(137)	(134)	(5.0)	(6.6)
Commission expenses	(347)	(297)	(16.8)	(177)	(170)	(151)	(146)	(4.1)	(17.2)
Insurance service result	**226**	**68**	**232.4**	**151**	**75**	**(36)**	**104**	**101.3**	**n/a**
Investment income on insurance funds	57	31	83.9	27	30	23	8	(10.0)	17.4
Discount unwind and rate adj. on claims liabilities	(5)	(6)	16.7	1	(6)	(3)	(3)	n/a	n/a
Non-directly attributable expenses	(23)	(9)	(155.6)	(14)	(9)	(5)	(4)	(55.6)	(180.0)
Insurance trading result	**255**	**84**	**203.6**	**165**	**90**	**(21)**	**105**	**83.3**	**n/a**
Investment income on shareholder funds	39	20	95.0	18	21	16	4	(14.3)	12.5
Managed schemes, JV and other	(6)	(13)	53.8	(5)	(1)	(7)	(6)	(400.0)	28.6
General Insurance profit before tax	**288**	**91**	**216.5**	**178**	**110**	**(12)**	**103**	**61.8**	**n/a**
Income tax	(77)	(26)	(196.2)	(47)	(30)	2	(28)	(56.7)	n/a
General Insurance profit after tax	**211**	**65**	**224.6**	**131**	**80**	**(10)**	**75**	**63.8**	**n/a**
Life Insurance profit after tax	**19**	**26**	**(26.9)**	**5**	**14**	**10**	**16**	**(64.3)**	**(50.0)**
Suncorp New Zealand profit after tax	**230**	**91**	**152.7**	**136**	**94**	**–**	**91**	**44.7**	**n/a**

Underlying adjustments (NZD)

	FY24	FY23	2H24	1H24	2H23	1H23	
	NZ$M	NZ$M	NZ$M	NZ$M	NZ$M	NZ$M	**Account line**
Natural hazards above / (below) allowances	(24)	89	(10)	(14)	68	21	Net Incurred Claims
Reserve releases (above) / below assumption	25	13	(1)	26	1	12	Net Incurred Claims
Risk Adjustment	3	7	1	2	7	–	Net Incurred Claims
Abnormal (simplification / restructuring) expenses	4	1	1	3	1	–	Direct Opex
Reinsurance reinstatement premiums	–	98	–	–	98	–	Net Ins. Revenue
Total adjustments to insurance service results	**8**	**208**	**(9)**	**17**	**175**	**33**	
Mark-to-market on insurance funds income	(13)	(11)	(1)	(12)	(8)	(3)	Inv. Inc. on Ins. Funds
Discount rate adjustment on claims liabilities	–	(3)	(1)	1	–	(3)	Disc. on Claims Liab.
Abnormal non-directly attributable expenses	–	6	–	–	6	–	NDAE
Total adjustments to insurance trading results	**(5)**	**200**	**(11)**	**6**	**173**	**27**	
Mark-to-market on shareholder funds income	(15)	(5)	(4)	(11)	(6)	1	Inv. Inc. on SH Funds
Total adjustments to profit before tax	**(20)**	**195**	**(15)**	**(5)**	**167**	**28**	
Tax on underlying adjustments	6	(55)	5	1	(47)	(8)	Tax
Total adjustments to profit after tax	**(14)**	**140**	**(10)**	**(4)**	**120**	**20**	

Underlying profit contribution (NZD)

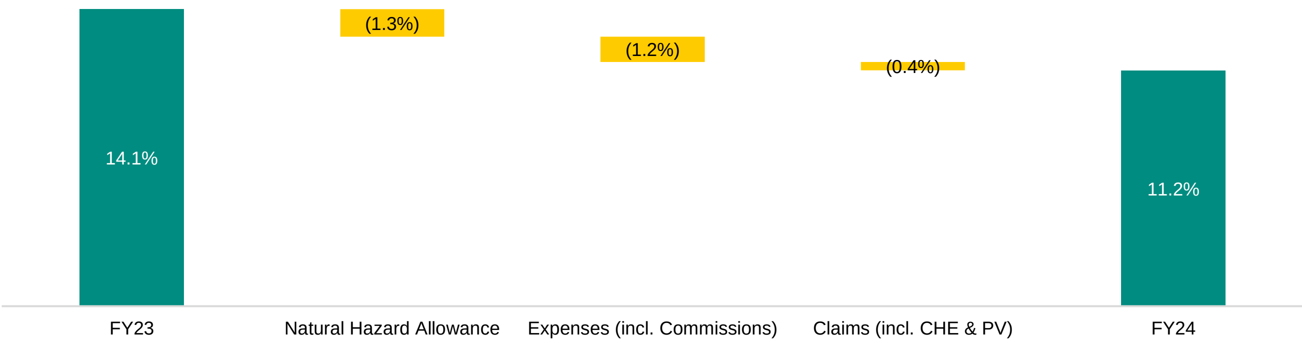
	FY24	FY23	FY24 v FY23	2H24	1H24	2H23	1H23	2H24 v 1H24	2H24 v 2H23
	NZ$M	NZ$M	%	NZ$M	NZ$M	NZ$M	NZ$M	%	%
Gross written premium	**2,858**	**2,437**	**17.3**	**1,447**	**1,411**	**1,257**	**1,180**	**2.6**	**15.1**
Insurance revenue	2,634	2,266	16.2	1,363	1,271	1,153	1,113	7.2	18.2
Reinsurance premium	(548)	(306)	(79.1)	(281)	(267)	(157)	(149)	(5.2)	(79.0)
Net insurance revenue	2,086	1,960	6.4	1,082	1,004	996	964	7.8	8.6
Net incurred claims	(1,224)	(1,117)	(9.6)	(618)	(606)	(570)	(547)	(2.0)	(8.4)
Direct operating expenses	(281)	(270)	(4.1)	(145)	(136)	(136)	(134)	(6.6)	(6.6)
Commission expenses	(347)	(297)	(16.8)	(177)	(170)	(151)	(146)	(4.1)	(17.2)
Underlying insurance service result	**234**	**276**	**(15.2)**	**142**	**92**	**139**	**137**	**54.3**	**2.2**
Investment income on insurance funds	44	20	120.0	26	18	15	5	44.4	73.3
Discount unwind on claims liabilities	(5)	(9)	44.4	–	(5)	(3)	(6)	100.0	100.0
Non-directly attributable expenses	(23)	(3)	large	(14)	(9)	1	(4)	(55.6)	n/a
Underlying insurance trading result	**250**	**284**	**(12.0)**	**154**	**96**	**152**	**132**	**60.4**	**1.3**
Investment income on shareholder funds	24	15	60.0	14	10	10	5	40.0	40.0
JV and other	(6)	(13)	53.8	(5)	(1)	(7)	(6)	(400.0)	28.6
Underlying Profit before tax	**268**	**286**	**(6.3)**	**163**	**105**	**155**	**131**	**55.2**	**5.2**
Income tax	(71)	(81)	12.3	(42)	(29)	(45)	(36)	(44.8)	6.7
Underlying Suncorp New Zealand GI profit after tax	**197**	**205**	**(3.9)**	**121**	**76**	**110**	**95**	**59.2**	**10.0**

Key Ratios (NZD)

	FY24 %	FY23 %	2H24 %	1H24 %	2H23 %	1H23 %
Commission expense ratio	16.6	16.0	16.4	16.9	16.8	15.1
Operating expense ratio	14.8	15.0	14.8	14.7	15.8	14.3
Total expense ratio	31.4	31.0	31.1	31.6	32.6	29.4
Net loss ratio	58.9	65.8	56.2	61.8	71.9	60.2
Combined operating ratio	90.3	96.8	87.3	93.4	104.5	89.6
Insurance services ratio	10.8	3.7	14.0	7.5	(4.0)	10.8
Underlying insurance services ratio	11.2	14.1	13.1	9.2	14.0	14.2
Underlying insurance trading ratio	12.0	14.5	14.2	9.6	15.2	13.8

General Insurance

Underlying ISR movements

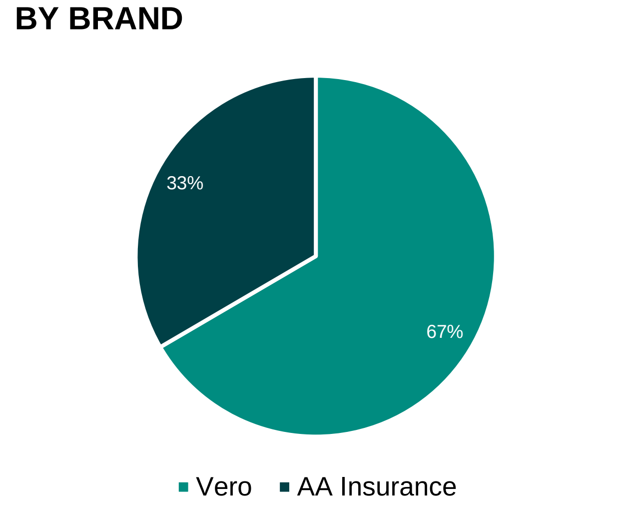


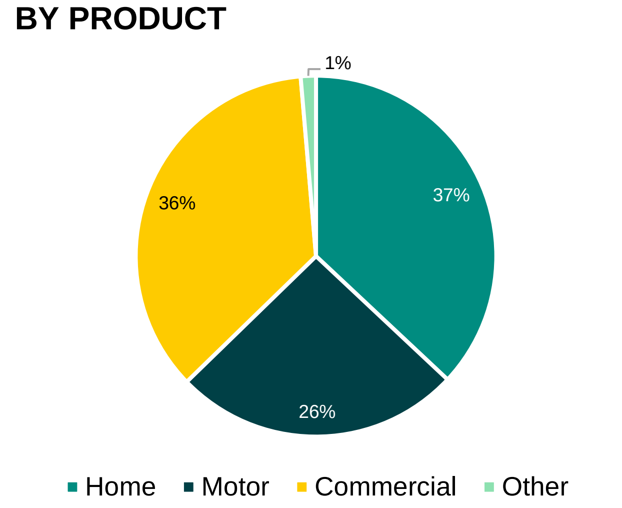
The underlying ISR decreased to 11.2%, impacted by significant increases in reinsurance costs, higher natural hazard allowance, and a premium earn-through lag following pricing increases in response to higher input costs. The UISR increased to 13.1% in 2H24 as the earn through of pricing increases drove margin improvement.

Gross written premium (NZD)

	FY24 NZ$M	FY23 NZ$M	FY24 v FY23 %	2H24 NZ$M	1H24 NZ$M	2H23 NZ$M	1H23 NZ$M	2H24 v 1H24 %	2H24 v 2H23 %
Home	1,057	840	25.8	557	500	445	395	11.4	25.2
Motor	736	610	20.7	379	357	321	289	6.2	18.1
Commercial	1,026	949	8.1	492	534	469	480	(7.9)	4.9
Other	39	38	2.6	19	20	22	16	(5.0)	(13.6)
Total GWP	**2,858**	**2,437**	**17.3**	**1,447**	**1,411**	**1,257**	**1,180**	**2.6**	**15.1**

GWP FY24 % split





GWP grew 17.3% with the Vero Intermediated and AA Insurance brands recording growth of 14.5% and 23.2%, respectively. Growth reflects pricing increases in response to increased reinsurance costs and claims inflation, and the strength of the brands in New Zealand combined with solid unit growth, largely in the Consumer portfolios.

Consumer insurance

Consumer GWP of $1,793 million increased 23.7%, with the Home portfolio increasing 25.8% and the Motor portfolio increasing 20.7%. The portfolios recorded strong growth in both the intermediated and direct channels through pricing increases in response to higher input costs, and solid unit growth.

Commercial insurance

Commercial GWP of $1,026 million increased 8.1%. The portfolios recorded solid growth driven by pricing increases in response to higher input costs, partially offset by impacts from the current economic environment and customer actions to manage the impact of higher premiums including increasing deductibles.

Other

Other business, which mainly consists of marine pleasure craft contributed GWP of $39 million, and reported growth of 2.6%.

Underlying net incurred claims (NZD)

Underlying net incurred claims cost of $1,224 million increased 9.6%.

Home claims costs increased due to a combination of higher average claims costs and unit growth. Higher average claims costs are largely due to inflationary pressures following the significant weather events in 2H23. The increase in average claims costs has moderated through the year due to inflationary pressures easing.

Motor claims costs increased due to a combination of higher average claims costs and unit growth. The increase in average claims costs has moderated through the year due to inflationary pressures easing, and increased capacity returning to the repair industry.

Commercial claims costs increased due to a combination of higher average claims costs driven by inflationary pressures, and an increase in large loss claims volumes largely in the commercial property portfolio.

The natural hazard allowance increased to $108 million in FY24, an increase of $32 million on the pcp.

Profit contribution (AUD)

	FY24 A$M	FY23 A$M	FY24 v FY23 %	2H24 A$M	1H24 A$M	2H23 A$M	1H23 A$M	2H24 v 1H24 %	2H24 v 2H23 %
Gross written premium	**2,643**	**2,231**	**18.5**	**1,337**	**1,306**	**1,160**	**1,071**	**2.4**	**15.3**
Insurance revenue	2,437	2,076	17.4	1,260	1,177	1,065	1,011	7.1	18.3
Reinsurance premium	(507)	(371)	(36.7)	(260)	(247)	(236)	(135)	(5.3)	(10.2)
Net insurance revenue	1,930	1,705	13.2	1,000	930	829	876	7.5	20.6
Net incurred claims	(1,136)	(1,124)	(1.1)	(563)	(573)	(598)	(526)	1.7	5.9
Direct operating expenses	(263)	(245)	(7.3)	(135)	(128)	(124)	(121)	(5.5)	(8.9)
Commission expenses	(321)	(272)	(18.0)	(163)	(158)	(139)	(133)	(3.2)	(17.3)
Insurance service result	**210**	**64**	**228.1**	**139**	**71**	**(32)**	**96**	**95.8**	**n/a**
Investment income on insurance funds	53	28	89.3	26	27	21	7	(3.7)	23.8
Discount unwind and rate adj. on claims liabilities	(5)	(7)	28.6	–	-5	(4)	(3)	n/a	n/a
Non-directly attributable expenses	(23)	(8)	(187.5)	(14)	(9)	(5)	(3)	(55.6)	(180.0)
Insurance trading result	**235**	**77**	**205.2**	**151**	**84**	**(20)**	**97**	**79.8**	**n/a**
Investment income on shareholder funds	36	18	100.0	17	19	14	4	(10.5)	21.4
Joint Venture and other	(5)	(12)	58.3	(4)	(1)	(6)	(6)	(300.0)	33.3
Profit before tax	**266**	**83**	**220.5**	**164**	**102**	**(12)**	**95**	**60.8**	**n/a**
Income tax	(71)	(24)	(195.8)	(43)	(28)	3	(27)	(53.6)	n/a
General Insurance profit after tax	**195**	**59**	**230.5**	**121**	**74**	**(9)**	**68**	**63.5**	**n/a**
Life Insurance profit after tax	**18**	**23**	**(21.7)**	**5**	**13**	**8**	**15**	**(61.5)**	**(37.5)**
Suncorp New Zealand profit after tax	**213**	**82**	**159.8**	**126**	**87**	**(1)**	**83**	**44.8**	**n/a**

Underlying adjustments (AUD)

	FY24 A$M	FY23 A$M	2H24 A$M	1H24 A$M	2H23 A$M	1H23 A$M	Account line
Natural hazards above / (below) allowances	(22)	80	(9)	(13)	62	18	Net Incurred Claims
Reserve releases (above) / below assumption	24	12	–	24	1	11	Net Incurred Claims
Risk Adjustment	3	6	2	1	6	–	Net Incurred Claims
Abnormal (simplification / restructuring) expenses	3	1	1	2	1	–	Direct Opex
Reinsurance reinstatement premiums	–	89	–	–	89	–	Net Ins. Revenue
Total adjustments to insurance service results	**8**	**188**	**(6)**	**14**	**159**	**29**	
Mark-to-market on insurance funds income	(11)	(10)	(1)	(10)	(7)	(3)	Inv. Inc. on Ins. Funds
Discount rate adjustment on claims liabilities	–	(3)	(1)	1	–	(3)	Disc. on Claims Liab.
Abnormal non-directly attributable expenses	–	5	–	–	5	–	NDAE
Total adjustments to insurance trading results	**(3)**	**180**	**(8)**	**5**	**157**	**23**	
Mark-to-market on shareholder funds income	(14)	(5)	(4)	(10)	(6)	1	Inv. Inc. on SH Funds
Total adjustments to profit before tax	**(17)**	**175**	**(12)**	**(5)**	**151**	**24**	
Tax on underlying adjustments	5	(50)	4	1	(42)	(8)	Tax
Total adjustments to profit after tax	**(12)**	**125**	**(8)**	**(4)**	**109**	**16**	

Underlying profit contribution (AUD)

	FY24 A$M	FY23 A$M	FY24 v FY23 %	2H24 A$M	1H24 A$M	2H23 A$M	1H23 A$M	2H24 v 1H24 %	2H24 v 2H23 %
Gross written premium	**2,643**	**2,231**	**18.5**	**1,337**	**1,306**	**1,160**	**1,071**	**2.4**	**15.3**
Insurance revenue	2,437	2,076	17.4	1,260	1,177	1,065	1,011	7.1	18.3
Reinsurance premium	(507)	(282)	(79.8)	(260)	(247)	(147)	(135)	(5.3)	(76.9)
Net insurance revenue	1,930	1,794	7.6	1,000	930	918	876	7.5	8.9
Net incurred claims	(1,131)	(1,026)	(10.2)	(570)	(561)	(529)	(497)	(1.6)	(7.8)
Direct operating expenses	(260)	(243)	(7.0)	(134)	(126)	(122)	(121)	(6.3)	(9.8)
Commission expenses	(321)	(273)	(17.6)	(163)	(158)	(140)	(133)	(3.2)	(16.4)
Underlying insurance service result	**218**	**252**	**(13.5)**	**133**	**85**	**127**	**125**	**56.5**	**4.7**
Investment income on insurance funds	42	18	133.3	25	17	14	4	47.1	78.6
Discount unwind on claims liabilities	(5)	(10)	50.0	(1)	(4)	(4)	(6)	75.0	75.0
Non-directly attributable expenses	(23)	(3)	large	(14)	(9)	–	(3)	(55.6)	n/a
Underlying insurance trading result	**232**	**257**	**(9.7)**	**143**	**89**	**137**	**120**	**60.7**	**4.4**
Investment income on shareholder funds	22	13	69.2	13	9	8	5	44.4	62.5
JV and other	(5)	(12)	58.3	(4)	(1)	(6)	(6)	(300.0)	33.3
Underlying Profit before tax	**249**	**258**	**(3.5)**	**152**	**97**	**139**	**119**	**56.7**	**9.4**
Income tax	(66)	(74)	10.8	(39)	(27)	(39)	(35)	(44.4)	–
Underlying New Zealand GI profit after tax	**183**	**184**	**(0.5)**	**113**	**70**	**100**	**84**	**61.4**	**13.0**

Life Insurance

On 4 April 2024, Suncorp Group Limited announced that it had entered into a share sale and purchase agreement with Resolution Life NOHC to sell the New Zealand Life Insurance business, Asteron Life Limited. The sale, which is expected to complete around the end of January 2025, is subject to approval from the Reserve Bank of New Zealand. Approval from the Overseas Investment Office has been obtained and no objections were raised by the New Zealand Commerce Commission. The estimated net proceeds from the sale are around AU$270 million.

The New Zealand Life Insurance business delivered profit after tax of $19 million, a decrease of $7 million on the pcp, as increases in planned profit margins were offset by project costs associated with the transition to AASB17, and unfavourable experience, largely in the second half.

Profit contribution (NZD)

	FY24 NZ$M	FY23 NZ$M	FY24 v FY23 %	2H24 NZ$M	1H24 NZ$M	2H23 NZ$M	1H23 NZ$M	2H24 v 1H24 %	2H24 v 2H23 %
Net profit after tax [1]	**19**	**26**	**(26.9)**	**5**	**14**	**10**	**16**	**(64.3)**	**(50.0)**

1. FY23 Life NPAT has been restated to $26 million from $19 million reported at 11 December 2023 announcement.

Life risk in-force annual premium by channel (NZD)

	FY24 NZ$M	FY23 NZ$M	FY24 v FY23 %	2H24 NZ$M	1H24 NZ$M	2H23 NZ$M	1H23 NZ$M	2H24 v 1H24 %	2H24 v 2H23 %
Advised	260	248	4.8	260	256	248	241	1.6	4.8
Direct	49	47	4.3	49	48	47	45	2.1	4.3
Group and other	27	24	12.5	27	26	24	22	3.8	12.5
Total	**336**	**319**	**5.3**	**336**	**330**	**319**	**308**	**1.8**	**5.3**
Total new business	**23**	**23**	**–**	**10**	**13**	**11**	**12**	**(23.1)**	**(9.1)**

In-force premium of $336 million, grew 5.3%, supported by new business, CPI and age-related premium growth. New business of $23 million was in line with the pcp. Retention rates continue to be better than system.

6. Suncorp Bank

Suncorp Bank provides lending, deposit and transaction account services to personal, SME, commercial and agribusiness customers. On 31 July 2024 Suncorp successfully completed the sale of Suncorp Bank to Australia and New Zealand Banking Group Limited. This followed approval from the Australian Competition Tribunal in February 2024, and the passing of legislation by the Queensland Government to amend the Metway Merger Act and approval from the Federal Treasurer under the Financial Sector (Shareholdings) Act in June 2024.

Result overview

— Suncorp Bank profit after tax of $379 million decreased 19.4%, driven by margin headwinds, lower other operating income and increased expenses, partly offset by lower impairment losses.

— Net interest income of $1,368 million decreased 2.8%, with growth in home and business lending more than offset by margin contraction.

— NIM contracted by 14 basis points to 1.82%, mainly driven by deposit mix shift towards higher yielding savings and term deposit products and margin contraction from ongoing lending competition, partly offset by higher returns on the replicating portfolios. There was a gradual improvement in the 2H24 NIM, leading to an exit NIM of 1.88%.

— Other operating income decreased by $27 million, mostly due to higher broker trail commissions from Home lending growth, and lower gains on derivatives and other financial instruments.

— Operating expenses of $804 million increased by $67 million or 9.1%, mainly driven by an uplift in technology costs, inflationary pressures, depreciation, and increased investment and regulatory spend.

— The Bank strengthened its Home lending business, growing the portfolio by $2.2 billion as lending growth and margin outcomes were managed in the context of a highly competitive market. Business lending grew by 3.3% to $12.9 billion with growth across all portfolios.

— The Expected Credit Loss (ECL) increased by $10 million to $200 million, largely reflecting the impact of credit rating downgrades on a small number of business banking customers.

— Home lending 90+ days past due loans continue to track below long term trends, although increased to 0.70% of the portfolio, up from 0.51% in FY23.

— Total 90+ days past due increased by $190 million, driven by dual headwinds from higher interest rates and inflation, as well as portfolio growth. The portfolio has shown resilience despite these headwinds, underpinned by higher property prices and stable levels of unemployment. However, the collective provision was increased in response to the increase in risk profile observed.

Profit contribution

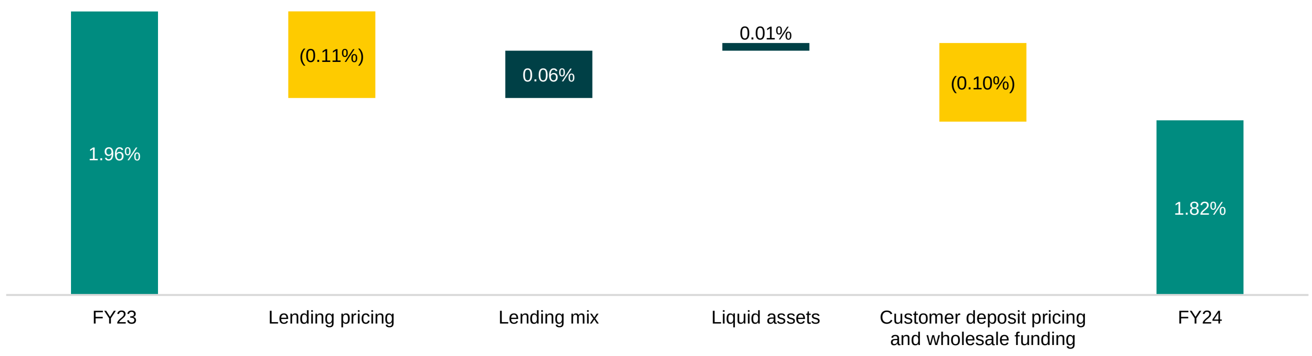
	FY24	FY23	FY24 v FY23	2H24	1H24	2H23	1H23	2H24 v 1H24	2H24 v 2H23
	$M	$M	%	$M	$M	$M	$M	%	%
Net interest income	1,368	1,408	(2.8)	702	666	683	725	5.4	2.8
Net other operating income									
Net banking fee and commission income / (expense)	(20)	(7)	(185.7)	(10)	(10)	(6)	(1)	–	(66.7)
Gain on derivatives and other financial instruments	6	19	(68.4)	3	3	12	7	–	(75.0)
Other revenue	4	5	(20.0)	2	2	3	2	–	(33.3)
Total other operating income	**(10)**	**17**	**n/a**	**(5)**	**(5)**	**9**	**8**	**–**	**n/a**
Total income	**1,358**	**1,425**	**(4.7)**	**697**	**661**	**692**	**733**	**5.4**	**0.7**
Operating expenses	(804)	(737)	(9.1)	(418)	(386)	(371)	(366)	(8.3)	(12.7)
Profit before impairment losses on financial assets	**554**	**688**	**(19.5)**	**279**	**275**	**321**	**367**	**1.5**	**(13.1)**
Impairment losses on financial assets	(13)	(17)	23.5	(12)	(1)	(15)	(2)	large	20.0
Suncorp Bank profit before tax	**541**	**671**	**(19.4)**	**267**	**274**	**306**	**365**	**(2.6)**	**(12.7)**
Income tax	(162)	(201)	19.4	(80)	(82)	(92)	(109)	2.4	13.0
Suncorp Bank profit after tax	**379**	**470**	**(19.4)**	**187**	**192**	**214**	**256**	**(2.6)**	**(12.6)**

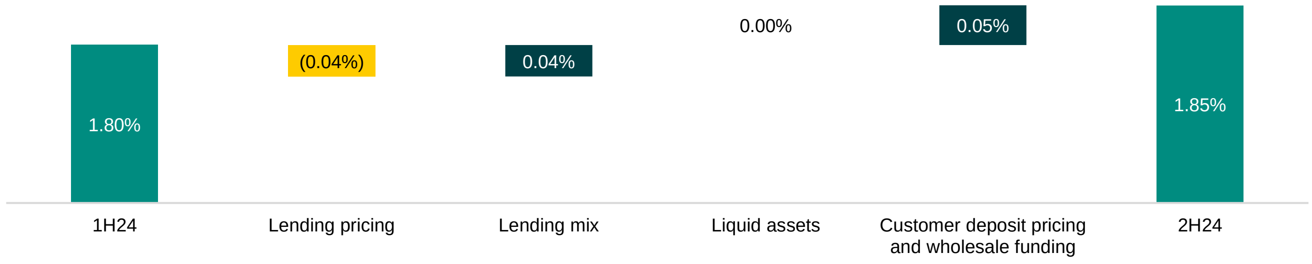
Key ratios

	FY24 %	FY23 %	2H24 %	1H24 %	2H23 %	1H23 %
Lending growth	3.87	8.45	2.06	1.78	3.73	4.56
Customer funding growth	5.01	6.88	2.81	2.14	0.86	5.96
Deposit to loan ratio	77.2	76.4	77.2	76.7	76.4	78.6
Net interest margin (interest-earning assets)	1.82	1.96	1.85	1.80	1.89	2.03
Cost to income ratio	59.2	51.8	60.0	58.4	53.7	49.9
Impairment losses to gross loans and advances[1]	(0.02)	(0.02)	(0.02)	(0.00)	(0.04)	(0.00)
Common Equity Tier 1 ratio	10.33	10.39	10.33	10.45	10.39	10.09
NSFR	123	123	123	124	123	135
LCR	148	136	156	140	138	134

1. Half years annualised

Net interest margin





Bank balance sheet

	Jun-24 $M	Dec-23 $M	Jun-23 $M	Dec-22 $M	Jun-24 v Dec-23 %	Jun-24 v Jun-23 %
Housing loans - term	50,117	49,975	47,526	47,251	0.3	5.5
Housing line of credit	401	435	550	623	(7.8)	(27.1)
Securitised housing loans and covered bonds	6,494	5,587	6,725	4,971	16.2	(3.4)
Total housing loans	**57,012**	**55,997**	**54,801**	**52,845**	**1.8**	**4.0**
Personal loans	19	25	36	51	(24.0)	(47.2)
Retail loans	**57,031**	**56,022**	**54,837**	**52,896**	**1.8**	**4.0**
SME	2,670	2,636	2,633	2,646	1.3	1.4
Commercial	5,431	5,406	5,361	5,165	0.5	1.3
Agribusiness	4,797	4,456	4,490	4,195	7.7	6.8
Total business loans	**12,898**	**12,498**	**12,484**	**12,006**	**3.2**	**3.3**
Total lending	**69,929**	**68,520**	**67,321**	**64,902**	**2.1**	**3.9**
Provision for impairment	(214)	(210)	(219)	(211)	(1.9)	2.3
Total loans and advances	**69,715**	**68,310**	**67,102**	**64,691**	**2.1**	**3.9**
Geographical breakdown - Total lending						
Queensland	31,171	30,687	30,440	29,740	1.6	2.4
New South Wales	20,500	19,834	19,381	18,365	3.4	5.8
Victoria	10,168	10,080	9,842	9,369	0.9	3.3
Western Australia	4,512	4,474	4,326	4,242	0.8	4.3
South Australia and other	3,578	3,445	3,332	3,186	3.9	7.4
Outside of Queensland loans	**38,758**	**37,833**	**36,881**	**35,162**	**2.4**	**5.1**
Total lending	**69,929**	**68,520**	**67,321**	**64,902**	**2.1**	**3.9**

Impaired assets and 90+ days past due loans

	Jun-24 $M	Dec-23 $M	Jun-23 $M	Dec-22 $M	Jun-24 v Dec-23 %	Jun-24 v Jun-23 %
Gross balances of individually impaired loans						
Retail lending	30	29	29	38	3.4	3.4
Agribusiness lending	14	17	24	8	(17.6)	(41.7)
Commercial lending	24	18	34	36	33.3	(29.4)
SME lending	5	7	14	17	(28.6)	(64.3)
Gross impaired assets	**73**	**71**	**101**	**99**	**2.8**	**(27.7)**
Impairment provision	(15)	(21)	(31)	(33)	28.6	51.6
Net impaired assets	**58**	**50**	**70**	**66**	**16.0**	**(17.1)**
Impairment provisions expressed as a percentage of gross impaired assets	**21%**	**30%**	**31%**	**33%**	**(9.0)**	**(10.1)**
90+ days Past due loans not shown as impaired assets	**523**	**425**	**333**	**281**	**23.1**	**57.1**
Gross non-performing loans	**596**	**496**	**434**	**380**	**20.2**	**37.3**
Analysis of movements in gross individually impaired assets						
Balance at the beginning of the half year	71	101	99	138	(30.0)	(28.6)
Recognition of new impaired assets	23	12	30	32	91.7	(23.3)
Other movement in impaired assets[1]	(3)	(7)	1	(3)	57.1	n/a
Impaired assets which have been reclassed as performing assets or repaid	(18)	(35)	(29)	(68)	48.6	37.9
Balance at the end of the full year	**73**	**71**	**101**	**99**	**2.4**	**(28.0)**

1. Net of increases in previously recognised impaired assets and impaired assets written off.

Provision for impairment

	Jun-24 $M	Dec-23 $M	Jun-23 $M	Dec-22 $M	Jun-24 v Dec-23 %	Jun-24 v Jun-23 %
Collective provision						
Balance at the beginning of the period	190	190	180	180	–	5.6
Charge against impairment losses	10	–	10	–	n/a	–
Balance at the end of the period	**200**	**190**	**190**	**180**	**5.3**	**5.3**
Specific provision						
Balance at the beginning of the period	20	29	31	37	(31.0)	(35.5)
Charge against impairment losses	1	–	2	–	n/a	(50.0)
Impairment provision written off[1]	(7)	(9)	(4)	(6)	22.2	(75.0)
Balance at the end of the period	**14**	**20**	**29**	**31**	**(30.0)**	**(51.7)**
Total provision for impairment - Banking activities	**214**	**210**	**219**	**211**	**1.9**	**(2.3)**

	%	%	%	%
Provision for impairment expressed as a percentage of gross loans and advances are as follows:				
Collective provision	0.29	0.28	0.29	0.28
Specific provision	0.02	0.03	0.04	0.05
Total provision	**0.31**	**0.31**	**0.33**	**0.33**

1. Includes immaterial unwind of discount of less than $2 million.

7. Operating expenses and Other profit or (loss)

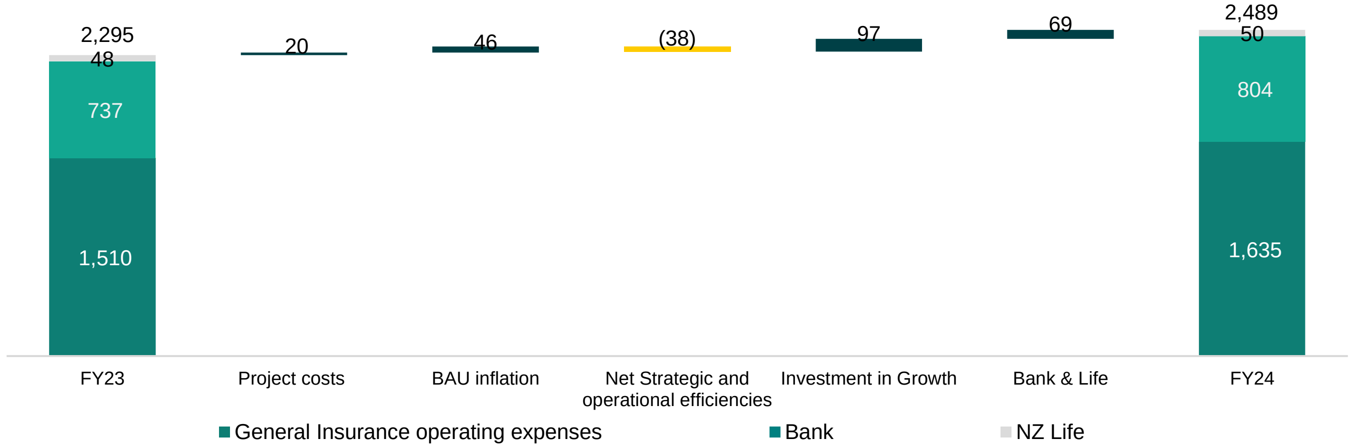
Group operating expenses

Operating expense by function

	FY24 $M	FY23 $M	FY24 v FY23 %	2H24 $M	1H24 $M	2H23 $M	1H23 $M	2H24 v 1H24 %	2H24 v 2H23 %
Direct operating expenses									
Consumer Insurance	903	851	6.1	459	444	430	421	3.4	6.7
Commercial & Personal Injury Insurance	413	374	10.4	212	201	194	180	5.5	9.3
Suncorp New Zealand	263	245	7.3	135	128	124	121	5.5	8.9
Total direct operating expenses	**1,579**	**1,470**	**7.4**	**806**	**773**	**748**	**722**	**4.3**	**7.8**
Consumer Insurance	24	22	9.1	14	10	14	8	40.0	–
Commercial & Personal Injury Insurance	9	10	(10.0)	5	4	5	5	25.0	–
Suncorp New Zealand	23	8	187.5	14	9	5	3	55.6	180.0
Total non directly attributable expenses	**56**	**40**	**40.0**	**33**	**23**	**24**	**16**	**43.5**	**37.5**
Total General Insurance operating expenses	**1,635**	**1,510**	**8.3**	**839**	**796**	**772**	**738**	**5.4**	**8.7**
Suncorp New Zealand Life	50	48	4.2	25	25	24	24	–	4.2
Suncorp Bank	804	737	9.1	418	386	371	366	8.3	12.7
Total Group operating expenses	**2,489**	**2,295**	**8.5**	**1,282**	**1,207**	**1,167**	**1,128**	**6.2**	**9.9**
Other expenses									
Restructuring expenses[1]	22	47	(53.2)	7	15	47	–	(53.3)	(85.1)
Total Group operating expenses (including other expenses)[2]	**2,511**	**2,342**	**7.2**	**1,289**	**1,222**	**1,214**	**1,128**	**5.5**	**6.2**

1. Includes real estate asset write-offs (in FY23) driven by the impact of flexible working arrangements and redundancy costs resulting from ongoing operational improvement.
2. Excludes a provision of $36 million related to TEPL recognising excess profit payable to the regulator with an equivalent release from prior year claim reserves and ESL costs of $174 million in FY24.

Operating expense movements ($m)[1]



1. General Insurance operating expenses includes NDAE (FY24: $56 million, FY23: $40 million).

Total Group operating expenses increased by $194 million to $2.49 billion. Key movements include:

- Increased project spend to support core systems and regulatory change;
- Inflation on BAU expenses, particularly in relation to wages and technology;
- Strategic and operational efficiencies from the delivery of strategic initiatives, business simplification and operating model changes. This is a net number where benefits are offset by an increase in operation costs, as a direct result of these strategic initiatives;
- Increased investment in growth, primarily from marketing spend, customer and broker connectivity improvements, broader digital transformation and an increase in technology consumption; and
- An increase in Bank costs driven by an uplift in technology costs, inflationary pressures, depreciation, and increased investment and regulatory spend, partly offset by continued cost disciplines and efficiency initiatives.

Other Profit (Loss) After Tax

	FY24 $M	FY23 $M	2H24 $M	1H24 $M	2H23 $M	1H23 $M
Other profit (loss) after tax	**(103)**	**(75)**	**(48)**	**(55)**	**(48)**	**(27)**
Recurring						
Net external funding expense[1]	(71)	(54)	(33)	(38)	(29)	(25)
Non-controlling interest	(32)	(11)	(18)	(14)	(2)	(9)
Investment income (loss) on capital funds held at Group	25	16	9	16	10	6
Total recurring	**(78)**	**(49)**	**(42)**	**(36)**	**(21)**	**(28)**
Non-recurring						
Net Tax Adjustment	5	2	9	(4)	2	–
Restructuring	(16)	(34)	(5)	(11)	(34)	–
Other	(14)	6	(10)	(4)	5	1
Total non-recurring	**(25)**	**(26)**	**(6)**	**(19)**	**(27)**	**1**

1. Net external funding expense contains interest expense, capital raising transaction costs and mark-to-market valuation adjustments on the capital notes held by SGL.

Total other loss after tax of $103 million, increased by $28 million on the pcp.

Recurring costs increased by $29 million, largely reflecting higher deductions for non-controlling interests. Higher net external funding expenses driven by rising yields, partly offset by higher income on investments held at Group, reflecting yields and favourable risk-free MTM movements.

Non-recurring costs decreased by $1 million. Lower restructuring costs and higher net tax credits were partly offset by non-recurrence of benefits in the pcp, along with an increase in the provision for the establishment of the Compensation Scheme of Last Resort (CSLR) in Australia and miscellaneous software impairments in FY24.

Net profit (loss) from divested / divesting operations

	FY24 $M	FY23 $M	2H24 $M	1H24 $M	2H23 $M	1H23 $M
Net profit (loss) from sale of Bank	(151)	(92)	(81)	(70)	(71)	(21)
Net profit (loss) from sale of NZ Life	(8)	–	(8)	–	–	–
Other net profit (loss) from divesting operations	(2)	1	(1)	(1)	–	1
Net profit (loss) from divested/divesting operations	**(161)**	**(91)**	**(90)**	**(71)**	**(71)**	**(20)**

Net loss from the divesting operations primarily relates to the ramp up of the Bank separation program, as well as costs related to sale of the NZ Life Business.

Appendix A: Group Financial Statements

Consolidated statement of comprehensive income (statutory view[1,2])

	FY24 $M	FY23[2] $M	FY24 v FY23 %	2H24 $M	1H24 $M	2H23 $M	1H23 $M	2H24 v 1H24 %	2H24 v 2H23 %
Insurance revenue	13,697	12,081	13.4	6,995	6,702	6,141	5,940	4.4	13.9
Insurance service expense	(11,321)	(11,343)	0.2	(5,687)	(5,634)	(6,290)	(5,053)	(0.9)	9.6
Reinsurance premium expense	(1,514)	(1,422)	(6.5)	(758)	(756)	(744)	(678)	(0.3)	(1.9)
Reinsurance recoveries	135	1,477	(90.9)	41	94	1,289	188	(56.4)	(96.8)
Insurance service result	**997**	**793**	**25.7**	**591**	**406**	**396**	**397**	**45.6**	**49.2**
Insurance investment income	1,024	608	68.4	395	629	393	215	(37.2)	0.5
Insurance finance expense	(373)	(156)	(139.1)	(107)	(266)	(100)	(56)	59.8	(7.0)
Reinsurance finance income	58	31	87.1	15	43	18	13	(65.1)	(16.7)
Net insurance financial result	**1,706**	**1,276**	**33.7**	**894**	**812**	**707**	**569**	**10.1**	**26.4**
Net gains on financial assets and liabilities at fair value through profit or loss from non-insurance activities	10	1	large	1	9	–	1	(88.9)	n/a
Fees and other income	110	119	(7.6)	53	57	63	56	(7.0)	(15.9)
Fees, overheads and other expenses	(190)	(193)	1.6	(113)	(77)	(130)	(63)	(46.8)	13.1
Amortisation and depreciation expense	(236)	(203)	(16.3)	(123)	(113)	(106)	(97)	(8.8)	(16.0)
Profit before income tax	**1,400**	**1,000**	**40.0**	**712**	**688**	**534**	**466**	**3.5**	**33.3**
Income tax expense	(429)	(297)	(44.6)	(209)	(220)	(157)	(140)	4.7	(33.7)
Profit after tax from continuing operations	971	703	38.1	503	468	377	326	7.3	33.3
Profit after tax from discontinued operations - Suncorp Bank	258	379	(31.9)	130	128	144	235	2.1	(9.2)
Profit for the financial year	**1,229**	**1,082**	**13.6**	**633**	**596**	**521**	**561**	**6.2**	**21.5**
Profit for the financial year attributable to:									
Owners of the Company	1,197	1,071	11.8	615	582	519	552	5.7	18.5
Non-controlling interests	32	11	190.9	18	14	2	9	28.6	large
Other comprehensive income									
Items that may be reclassified subsequently to profit or loss									
Net change in fair value of held-for-sale financial assets	77	(37)	n/a	(86)	163	(29)	(8)	n/a	(196.6)
Exchange differences on translation of foreign operations	(6)	12	n/a	(15)	9	(13)	25	n/a	(15.4)
Related income tax (expense) benefit	(23)	7	n/a	26	(49)	5	2	n/a	420.0
Items that will not be reclassified subsequently to profit or loss									
Actuarial gains on defined benefit plans	6	4	50.0	6	–	4	–	n/a	50.0
Net change in equity investments at fair value through other comprehensive income	–	(6)	100.0	–	–	–	(6)	n/a	n/a
Related income tax (expense) benefit	(2)	5	n/a	(2)	–	3	2	n/a	n/a
Total other comprehensive income (loss)	52	(15)	n/a	(71)	123	(30)	15	n/a	(136.7)
Total comprehensive income for the financial year	1,281	1,067	20.1	562	719	491	576	(21.8)	14.5
Total comprehensive income for the financial year attributable to:									
Owners of the Company	1,249	1,056	18.3	544	705	489	567	(22.8)	11.2
Non-controlling interests	32	11	190.9	18	14	2	9	28.6	large
Earnings per share	Cents	Cents		Cents	Cents	Cents	Cents		
Basic earnings per share	94.39	84.82		48.45	45.94	41.08	43.75		
Diluted earnings per share	93.64	82.85		47.90	45.09	40.29	42.23		
Basic earnings per share from continuing operations	74.05	54.81		38.19	35.84	29.68	25.11		
Diluted earnings per share from continuing operations	74.05	54.79		38.19	35.75	29.68	24.95		

1. The consolidated statement of comprehensive income is to be read in conjunction with the consolidated financial report for the year ended 30 June 2024.
2. Comparative information has been restated to reflect the Group's adoption of AASB 17 *Insurance Contracts* from 1 July 2023 and adjusted for discontinued operation - Suncorp Bank, as detailed in the consolidated financial report for the year ended on 30 June 2024.

Consolidated statement of financial position (statutory view[1,2])

	Jun-24	Dec-23	Jun-23	Dec-22	Jun-24 v Dec-23	Jun-24 v Jun-23
	$M	$M	$M	$M	%	%
Assets						
Cash and cash equivalents	734	2,899	3,908	2,436	(74.7)	(81.2)
Receivables due from other banks	–	848	1,788	4,837	(100.0)	(100.0)
Trading securities	–	3,351	2,218	1,950	(100.0)	(100.0)
Assets held for sale - Suncorp Bank	85,166	–	–	–	n/a	n/a
Derivatives	81	519	606	638	(84.4)	(86.6)
Investment securities	18,147	23,996	23,049	20,556	(24.4)	(21.3)
Loans and advances	–	68,310	67,102	64,691	(100.0)	(100.0)
Insurance contract assets	180	183	180	196	(1.6)	–
Reinsurance contract assets	1,158	1,694	1,995	1,975	(31.6)	(42.0)
Property, plant and equipment	484	590	604	670	(18.0)	(19.9)
Deferred tax assets	208	273	377	381	(23.8)	(44.8)
Goodwill and other intangible assets	5,006	5,279	5,294	5,281	(5.2)	(5.4)
Other assets	546	866	916	899	(37.0)	(40.4)
Total assets	111,710	108,808	108,037	104,510	2.7	3.4
Liabilities						
Payables due to other banks	–	106	121	75	(100.0)	(100.0)
Deposits	–	52,304	51,178	50,803	(100.0)	(100.0)
Liabilities directly associated with assets held for sale - Suncorp Bank	79,614	–	–	–	n/a	n/a
Derivatives	75	568	682	742	(86.8)	(89.0)
Payables and other liabilities	2,538	2,692	3,071	1,949	(5.7)	(17.4)
Insurance contract liabilities	12,542	12,734	12,583	12,091	(1.5)	(0.3)
Provisions and employee benefit liabilities	483	369	464	404	30.9	4.1
Deferred tax liabilities	49	118	51	53	(58.5)	(3.9)
Borrowings	–	23,619	24,009	22,870	(100.0)	(100.0)
Loan capital	2,525	2,543	2,544	2,295	(0.7)	(0.7)
Total liabilities	97,826	95,053	94,703	91,282	2.9	3.3
Net assets	13,884	13,755	13,334	13,228	0.9	4.1
Equity						
Share capital	12,469	12,447	12,384	12,349	0.2	0.7
Reserves	(11)	65	(46)	(14)	(116.9)	(76.1)
Retained profits	1,386	1,199	962	860	15.6	44.1
Total equity attributable to owners of the Company	13,844	13,711	13,300	13,195	1.0	4.1
Non-controlling interests	40	44	34	33	(9.1)	17.6
Total equity	13,884	13,755	13,334	13,228	0.9	4.1

1. The consolidated statement of financial position is to be read in conjunction with the consolidated financial report for the year ended 30 June 2024.
2. Comparative information has been restated to reflect the Group's adoption of AASB 17 *Insurance Contracts* from 1 July 2023 as detailed in consolidated financial report. In accordance with AASB 5 *Non-Current Assets Held for Sale and Discontinued Operations*, comparatives have not been restated for the Suncorp Bank sale.

Appendix B: Statement of assets and liabilities

General Insurance

	Jun-24 $M	Dec-23 $M	Jun-23 $M	Dec-22 $M	Jun-24 v Dec-23 %	Jun-24 v Jun-23 %
Assets						
Cash and cash equivalents	863	900	1,169	608	(4.1)	(26.2)
Derivatives	80	160	103	161	(50.0)	(22.3)
Investment securities	17,186	16,105	15,778	14,197	6.7	8.9
Due from related parties	265	243	164	209	9.1	61.6
Reinsurance contract assets	1,099	1,635	1,950	1,946	(32.8)	(43.6)
Property, plant and equipment	59	61	64	63	(3.3)	(7.8)
Deferred tax assets	–	–	63	86	n/a	(100.0)
Goodwill and intangible assets	4,704	4,723	4,728	4,737	(0.4)	(0.5)
Other assets	410	436	562	460	(6.0)	(27.0)
Total assets	**24,666**	**24,263**	**24,581**	**22,467**	**1.7**	**0.3**
Liabilities						
Payables and other liabilities	1,691	1,429	1,788	791	18.3	(5.4)
Provisions and employee benefits liabilities	139	96	114	99	44.8	21.9
Derivatives	73	118	157	155	(38.1)	(53.5)
Due to related parties	307	144	242	150	113.2	26.9
Deferred tax liabilities	30	95	31	30	(68.4)	(3.2)
Insurance contract liabilities	12,075	12,266	12,152	11,647	(1.6)	(0.6)
Loan capital	790	790	790	540	–	–
Total liabilities	**15,105**	**14,938**	**15,274**	**13,412**	**1.1**	**(1.1)**
Net assets	**9,561**	**9,325**	**9,307**	**9,055**	**2.5**	**2.7**
Reconciliation of net assets to Common Equity Tier 1 capital						
Net assets - GI businesses	9,561	9,325	9,307			
Insurance liabilities in excess of liability valuation	190	102	155			
Reserves excluded from regulatory capital	(24)	(23)	(22)			
Additional Tier 1 capital	(609)	(609)	(609)			
Goodwill allocated to GI businesses	(4,395)	(4,397)	(4,396)			
Other intangibles (including software assets)	(307)	(323)	(328)			
Other Tier 1 deductions	(2)	(2)	(3)			
Common Equity Tier 1 capital	**4,414**	**4,073**	**4,104**			

Appendix C: Group capital

Group capital

	As at 30 June 2024					As at 30 Jun 2023
	General Insurance	Banking	Life	SGL, Corp Services & Consol	Total	Total[1]
	$M	$M	$M	$M	$M	$M
Common Equity Tier 1 capital						
Ordinary share capital	–	–	–	12,460	12,460	12,368
Subsidiary share capital (eliminated upon consolidation)	7,704	3,976	421	(12,138)	(37)	(23)
Reserves	(27)	(1,091)	316	729	(73)	(99)
Retained profits and non-controlling interests	1,251	1,183	(530)	(478)	1,426	993
Insurance liabilities in excess of liability valuation	190	–	–	–	190	155
Goodwill and other intangible assets	(4,702)	(603)	(64)	(258)	(5,627)	(5,614)
Net deferred tax liabilities/(assets)[2]	–	(83)	16	(218)	(285)	(240)
Policy liability adjustment [3]	–	–	(51)	–	(51)	(60)
Other Tier 1 deductions	(2)	51	–	–	49	120
Common Equity Tier 1 capital	**4,414**	**3,433**	**108**	**97**	**8,052**	**7,601**
Additional Tier 1 capital						–
Eligible hybrid capital[5]	609	560	–	(15)	1,154	1,169
Additional Tier 1 capital	**609**	**560**	**–**	**(15)**	**1,154**	**1,169**
Tier 1 capital	**5,023**	**3,993**	**108**	**82**	**9,206**	**8,770**
Tier 2 capital						–
General reserve for credit losses	–	230	–	–	230	221
Eligible Subordinated notes	790	600	–	–	1,390	1,390
Tier 2 capital	**790**	**830**	**–**	**–**	**1,620**	**1,611**
Total capital	**5,813**	**4,823**	**108**	**82**	**10,826**	**10,381**
Represented by:						–
Capital in Australian regulated entities	5,139	4,822	–	–	9,961	9,696
Capital in New Zealand regulated entities	623	–	90	–	713	609
Capital in unregulated entities [4]	51	1	18	82	152	77
Common Equity Tier 1 capital (ex div)	**3,748**	**3,433**	**108**	**203**	**7,492**	**7,283**
Total capital (ex div)	**5,147**	**4,823**	**108**	**188**	**10,266**	**10,063**

1. June 2023 comparative numbers are restated on AASB17 basis.

2. Deferred tax assets in excess of deferred tax liabilities are deducted in arriving at CET1. For the Life business, deferred tax liabilities associated with the policy liability adjustment are added back to CET1 capital.

3. Policy liability adjustments equate to the difference between the maximum of current termination value and RBNZ solvency liabilities for each product, and the accounting insurance contract liabilities.

4. Capital in unregulated entities includes capital in authorised NOHCs such as SGL, consolidated adjustments within a business unit and other diversification adjustments.

5. In May 2024, SGL issued $360 million Additional Tier 1 Capital Notes. This refinanced $375 million SGL Capital Notes 2 issued in November 2017 and redeemed in June 2024 at the SGL level only. There was no change to the internal Additional Tier 1 Capital issued by General Insurance and Bank. The difference of $15 million between the externally issued SGL Capital Notes 5 ($360 million) and internal notes on issue ($375 million) is funded via excess CET1 capital at Group.

General Insurance capital

	GI Group[1] Jun-24 $M	GI Group[1,2] Jun-23 $M
Common Equity Tier 1 capital		
Ordinary share capital	7,704	7,704
Reserves	(27)	(10)
Retained profits and non-controlling interests	1,251	981
Insurance liabilities in excess of liability valuation	190	155
Goodwill and other intangible assets	(4,702)	(4,721)
Net deferred tax assets	–	(2)
Other Tier 1 deductions	(2)	(3)
Common Equity Tier 1 capital	**4,414**	**4,104**
Additional Tier 1 capital	609	609
Tier 1 capital	**5,023**	**4,713**
Tier 2 Capital		
Eligible subordinated notes	790	790
Tier 2 capital	**790**	**790**
Total capital	**5,813**	**5,503**
Prescribed Capital Amount		
Outstanding claims risk charge	1,113	1,032
Premium liabilities risk charge	865	776
Total insurance risk charge	**1,978**	**1,808**
Insurance concentration risk charge	362	350
Asset risk charge	1,189	1,091
Asset concentration risk charge	–	–
Operational risk charge	430	377
Aggregation benefit	(700)	(644)
Total Prescribed Capital Amount (PCA)	**3,259**	**2,982**
Common Equity Tier 1 ratio	**1.35**	**1.38**
Total capital ratio	**1.78**	**1.85**
Common Equity Tier 1 ratio (ex div)	**1.15**	**1.22**
Total capital ratio (ex div)	**1.58**	**1.69**

1. GI Group represents Suncorp Insurance Holdings Ltd and its subsidiaries including New Zealand subsidiaries.
2. June 2023 comparative numbers are restated on AASB17 basis.

Bank capital

	Regulatory Banking Group Jun-24 $M	Other Entities Jun-24 $M	Statutory Banking Group Jun-24 $M	Statutory Banking Group Jun-23 $M
Common Equity Tier 1 capital				
Ordinary share capital	2,754	1,222	3,976	3,976
Reserves	(104)	(987)	(1,091)	(1,145)
Retained profits	1,178	5	1,183	1,075
Goodwill and other intangible assets	(363)	(240)	(603)	(574)
Net deferred tax assets	(83)	–	(83)	(79)
Other Tier 1 deductions	51	–	51	124
Common Equity Tier 1 capital	**3,433**	**–**	**3,433**	**3,377**
Additional Tier 1 capital		**–**		
Eligible hybrid capital	560	–	560	560
Additional Tier 1 capital	**560**	**–**	**560**	**560**
Tier 1 capital	**3,993**	**–**	**3,993**	**3,937**
Tier 2 capital		**–**		
General reserve for credit losses	230	–	230	221
Eligible Subordinated notes	600	–	600	600
Tier 2 capital	**830**	**–**	**830**	**821**
Total capital	**4,823**	**–**	**4,823**	**4,758**
Risk-Weighted Assets				
Credit risk	30,400	–	30,400	29,838
Market risk	158	–	158	141
Operational risk	2,688	–	2,688	2,512
Total Risk-Weighted Assets	**33,246**	**–**	**33,246**	**32,491**
Common Equity Tier 1 ratio	**10.33%**		**10.33%**	**10.39%**
Total capital ratio	**14.51%**		**14.51%**	**14.64%**
Common Equity Tier 1 ratio (ex div)	**10.33%**		**10.33%**	**10.06%**
Total capital ratio (ex div)	**14.51%**		**14.51%**	**14.31%**

Capital instruments

	Margin above 3 month BBSW	Optional Call / Exchange Date	Issue Date	GI $M	Bank $M	SGL $M	Regulatory Capital[1] $M	Accounting Balance[2] $M
30 June 2024								
SGL Subordinated Debt 2[3]	225 bps	Dec 2025	Sep 2020	250	–	–	250	250
SGL Subordinated Debt 3[3]	230 bps	Jun 2027	Apr 2022	290	–	–	290	289
SGL Subordinated Debt 4[3]	265 bps	Dec 2028	Mar 2023	250	–	–	250	248
SGL Subordinated Debt 5[3,4]	235 bps	Jun 2029	Sep 2023	–	600	–	600	597
Total Tier 2 subordinated debt				**790**	**600**	**–**	**1,390**	**1,384**
SGL Capital Notes 3 (SUNPH)[3]	300 bps	Jun 2026	Dec 2019	389	–	–	389	387
SGL Capital Notes 4 (SUNPI) [3]	290 bps	Jun 2028	Sep 2021	55	350	–	405	401
SGL Capital Notes 5 (SUNPJ)[3,5]	280 bps	Jun 2030	May 2024	165	210	(15)	360	353
Total Additional Tier 1 capital				**609**	**560**	**–**	**1,154**	**1,141**
Total				**1,399**	**1,160**	**–**	**2,544**	**2,524**
30 June 2023							–	–
SGL Subordinated Debt [3]	215 bps	Dec 2023	Sep 2018	–	600	–	600	600
SGL Subordinated Debt 2[3]	225 bps	Dec 2025	Sep 2020	250	–	–	250	249
SGL Subordinated Debt 3[3]	230 bps	Jun 2027	Apr 2022	290	–	–	290	288
SGL Subordinated Debt 4[3]	265 bps	Dec 2028	Mar 2023	250	–	–	250	248
Total Tier 2 subordinated debt				**790**	**600**	**–**	**1,390**	**1,385**
SGL Capital Notes 2 (SUNPG)[3]	365 bps	Jun 2024	Nov 2017	165	210	–	375	374
SGL Capital Notes 3 (SUNPH)[3]	300 bps	Jun 2026	Dec 2019	389	–	–	389	385
SGL Capital Notes 4 (SUNPI) [3]	290 bps	Jun 2028	Sep 2021	55	350	–	405	400
Total Additional Tier 1 capital				**609**	**560**	**–**	**1,169**	**1,159**
Total				**1,399**	**1,160**	**–**	**2,559**	**2,544**

1. The Regulatory Capital Balance represents consolidated face value of notes issued to the external market by SGL. These notes qualify as eligible regulatory capital in line with the relevant prudential standards.

2. Transaction costs related to external issuance are deducted from the "Accounting Balance" and amortised to the optional first call or optional exchange date. The Accounting balance represents the value recognised on consolidation.

3. These instruments were issued to external investors by SGL and deployed to regulated entities within the Group via similar back-to-back arrangements. The value of internally deployed instruments are eliminated on consolidation for accounting and regulatory purposes.

4. In September 2023, SGL issued $600 million Wholesale Subordinated Debt 5, which refinanced $600 million SGL Subordinated Debt issued in September 2018, redeemed in December 2023 at the SGL level only. There was no change to the existing $600 million internal subordinated debt issued by Bank. The internal instrument issued by Bank continues to pay a margin above 3 month BBSW of 215 bps.

5. In May 2024, SGL issued $360 million Additional Tier 1 Capital Notes. This refinanced $375 million SGL Capital Notes 2 issued in November 2017 and redeemed in June 2024 at the SGL level only. There was no change to the internal Additional Tier 1 Capital issued by GI and Bank. The difference of $15 million between the externally issued SGL Capital Notes 5 ($360 million) and internal notes on issue ($375 million) is funded via excess CET1 capital at Group. The internal instruments continue to pay a margin above 3-month BBSW of 365bps.

Appendix D: General Insurance Contract Liabilities and Assets

Australia

	June - 2024			June - 2023		
	Liability $M	Asset $M	Net $M	Liability $M	Asset $M	Net $M
Central estimate[1]	(8,561)	562	(7,999)	(8,070)	775	(7,295)
Risk adjustment[1]	(605)	38	(567)	(588)	61	(527)
Other [2]	242	75	317	193	39	232
Liability/Asset for Incurred Claims (LIC/AIC)	**(8,924)**	**675**	**(8,249)**	**(8,465)**	**875**	**(7,590)**
Unearned premium reserve	(6,297)	(59)	(6,356)	(5,644)	(58)	(5,702)
Other [3]	4,138	148	4,286	3,634	61	3,695
Loss component[1]	(39)	–	(39)	(98)	–	(98)
Liability/Asset for Remaining Coverage (LfRC/AfRC)	**(2,198)**	**89**	**(2,109)**	**(2,108)**	**3**	**(2,105)**
Insurance Contract Liabilities / Reinsurance Contract Assets	**(11,122)**	**764**	**(10,358)**	**(10,573)**	**878**	**(9,695)**

1. These figures are discounted at risk-free yields adjusted for illiquidity premium.
2. Other for LIC contains non reinsurance recoveries on claims paid, incurred claims (past & current), accrued insurance service expenses and AIC contains reinsurance receivables, deferred reinsurance assets, non-performance risk and reinsurance payables
3. Other for LfRC contains insurance revenue receivables, deferred acquisition costs, and accrued acquisition costs. AfRC contains deferred reinsurance assets and reinsurance payables

	Net central estimate (discounted) $M	Net Risk adjustment (75th percentile discounted) $M	Prior Year Valuation Impact Release / (Strengthening) $M
Consumer	(2,178)	(101)	(134)
Commercial & Personal Injury	(5,821)	(466)	71
Net liability for incurred claims	**(7,999)**	**(567)**	**(63)**

New Zealand (NZD)

	June - 2024			June - 2023		
	Liability $M	Asset $M	Net $M	Liability $M	Asset $M	Net $M
Central estimate[1]	(819)	307	(512)	(1,477)	998	(479)
Risk adjustment[1]	(77)	33	(44)	(103)	63	(41)
Other [2]	31	76	107	19	150	169
Liability/Asset for Incurred Claims (LIC/AIC)	**(865)**	**416**	**(449)**	**(1,561)**	**1,210**	**(351)**
Unearned premium reserve	(1,459)	482	(977)	(1,235)	465	(770)
Other [3]	1,284	(532)	752	1,078	(507)	571
Loss component[1]	–	–	–	–	–	–
Liability/Asset for Remaining Coverage (LfRC/AfRC)	**(175)**	**(50)**	**(225)**	**(157)**	**(42)**	**(199)**
Insurance Contract Liabilities / Reinsurance Contract Assets	**(1,040)**	**366**	**(674)**	**(1,718)**	**1,168**	**(550)**

1. These figures are discounted at risk-free yields adjusted for illiquidity premium
2. Other for LIC contains non reinsurance recoveries on claims paid, incurred claims (past & current), accrued insurance service expenses and AIC contains reinsurance receivables, deferred reinsurance assets, non-performance risk and reinsurance payables
3. Other for LfRC contains insurance revenue receivables, deferred acquisition costs, and accrued acquisition costs. AfRC contains deferred reinsurance assets and reinsurance payables

	Net central estimate (discounted) $M	Net risk adjustment (75th percentile discounted) $M	Prior Year Valuation Impact Release / (Strengthening) $M
Net Liability for Incurred Claims	**(512)**	**(44)**	**(25)**

Appendix E: Income Tax

	FY24 $M	FY23 $M	FY24 v FY23 %
Reconciliation of prima facie income tax expense to actual tax expense:			
Profit before tax from continuing operations	**1,400**	1,000	**40.0**
Profit (loss) before tax from discontinued operation – Suncorp Bank	**368**	541	(32.0)
Profit before tax	**1,768**	1,541	14.7
Prima facie domestic corporate tax rate of 30% (2023: 30%)	**530**	462	14.7
Effect of tax rates in foreign jurisdiction	**(6)**	(2)	(200.0)
Tax effect of amounts not deductible (assessable) in calculating taxable income:			
Non-deductible expenses	23	16	43.8
Non-deductible expenses – Life companies	–	2	(100.0)
Amortisation of intangible assets	4	4	–
Dividend adjustments	23	6	283.3
Tax exempt revenues	1	(2)	n/a
Current year rebates and credits	(27)	(11)	(145.5)
Utilisation of previously unrecognised capital losses	(5)	(12)	58.3
Prior year over provision	–	(4)	100.0
Other	(4)	–	n/a
Total income tax expense on pre-tax profit	**539**	**459**	**17.4**
Total income tax expense on pre-tax profit from continuing operations	**429**	**297**	**44.4**
Total income tax expense on pre-tax profit from discontinued operation – Suncorp Bank	**110**	**162**	**(32.1)**
Effective tax rate from continuing operations	**30.6%**	**29.7%**	**0.9**
Effective tax rate	**30.5%**	**29.8%**	**0.7**

The effective tax rate of 30.5% (2023: 29.8%) increased relative to the pcp and is consistent with the Australian corporate tax rate of 30%.

Several factors contributed to an effective tax rate of 30.6% (2023: 29.7%) from continuing operations. The most significant factor is interest expense relating to certain convertible instruments which is not deductible for income tax purposes.

Appendix F: Group Earnings Per Share

Earnings per share

Numerator	FY24 $M	FY23 $M	2H24 $M	1H24 $M	2H23 $M	1H23 $M
Earnings:						
Profit attributable to ordinary equity holders of the Company:						
Continuing operations	939	692	485	454	375	317
Discontinued operation- Suncorp Bank	258	379	130	128	144	235
Profit attributable to ordinary equity holders of the Company (basic)	1,197	1071	615	582	519	552
Interest expense on convertible capital and subordinated notes[1]	73	54	37	36	31	23
Profit attributable to ordinary equity holders of the Company (diluted)	1,270	1125	652	618	550	575
Denominator	**No. of shares**	**No. of shares**	**No. of shares**	**No. of shares**	**No. of shares**	**No. of shares**
Weighted average number of shares:						
Weighted average number of ordinary shares (basic)	1,268,120,472	1,262,641,453	1,269,344,701	1,266,909,551	1,263,515,586	1,261,779,833
Effect of conversion of convertible capital and subordinated notes[1]	88,924,017	95,005,950	90,959,291	103,681,778	101,449,095	99,952,536
Weighted average number of ordinary shares (diluted)	1,357,044,489	1,357,647,403	1,360,303,992	1,370,591,329	1,364,964,681	1,361,732,369
Earnings per share	**cents**	**cents**	**cents**	**cents**	**cents**	**cents**
Basic earnings per share	94.39	84.82	48.45	45.94	41.08	43.75
Diluted earnings per share[1]	93.64	82.85	47.90	45.09	40.29	42.23
Basic earnings per share from continuing operations	74.05	54.81	38.19	35.84	29.68	25.11
Diluted earnings per share from continuing operations[1]	74.05	54.79	38.19	35.75	29.68	24.95

1. Capital notes and the $250 million SGL subordinated notes issued on 1 March 2023 will only be treated as dilutive when their conversion to ordinary shares would decrease earnings per share or increase loss per share as per AASB 133 *Earnings per share*.

Cash earnings per share

Numerator	FY24 $M	FY23 $M	2H24 $M	1H24 $M	2H23 $M	1H23 $M
Earnings:						
Cash Profit attributable to ordinary equity holders of the Company:						
Continuing operations	993	707	525	468	383	324
Discontinued operation- Suncorp Bank	379	470	187	192	214	256
Cash Profit attributable to ordinary equity holders of the Company (basic)	1,372	1177	712	660	597	580
Interest expense on convertible capital and subordinated notes[1]	73	54	37	36	31	23
Cash profit attributable to ordinary equity holders of the Company (diluted)	1,445	1231	749	696	628	603
Denominator	**No. of shares**	**No. of shares**	**No. of shares**	**No. of shares**	**No. of shares**	**No. of shares**
Weighted average number of shares:						
Weighted average number of ordinary shares (basic)	1,268,120,472	1,262,641,453	1,269,344,701	1,266,909,551	1,263,515,586	1,261,779,833
Effect of conversion of convertible capital and subordinated notes[1]	88,924,017	95,005,950	90,959,291	103,681,778	101,449,095	99,952,536
Weighted average number of ordinary shares (diluted)	1,357,044,489	1,357,647,403	1,360,303,992	1,370,591,329	1,364,964,681	1,361,732,369
Cash earnings per share				**cents**	**cents**	**cents**
Basic earnings per share	108.19	93.22	56.09	52.10	47.25	45.97
Diluted earnings per share[1]	106.54	90.66	55.03	50.78	45.99	44.28
Basic earnings per share from continuing operations	78.30	55.99	41.36	36.94	30.31	25.68
Diluted earnings per share from continuing operations[1]	78.30	55.99	41.31	36.77	30.31	25.48

1. Capital notes and the $250 million SGL subordinated notes issued on 1 March 2023 will only be treated as dilutive when their conversion to ordinary shares would decrease earnings per share or increase loss per share as per AASB 133 *Earnings per share*.

Appendix G: ASX Listed Securities

	Jun-24	Dec-23	Jun-23
Ordinary shares (SUN) each fully paid			
Number at the end of the period	1,272,316,092	1,270,262,714	1,266,542,392
Dividend declared for the period (cents per share)	44	34	27
SGL Capital Notes 2 (SUNPG) each fully paid[2]			
Number at the end of the period	–	3,750,000	3,750,000
Distribution declared for the period ($ per note)[1]	1.3968	2.7543	2.7125
SGL Capital Notes 3 (SUNPH) each fully paid			
Number at the end of the period	3,890,000	3,890,000	3,890,000
Distribution declared for the period ($ per note)[1]	2.5839	2.5274	2.4820
SGL Capital Notes 4 (SUNPI) each fully paid			
Number at the end of the period	4,050,000	4,050,000	4,050,000
Distribution declared for the period ($ per note)[1]	2.5488	2.4925	2.4464
SGL Capital Notes 5 (SUNPJ) each fully paid[3]			
Number at the end of the period	3,600,000	–	–
Distribution declared for the period ($ per note)[1]	1.7327	–	–

1. Classified as interest expense.
2. Fully redeemed by 17 June 2024.
3. Issued on 14 May 2024.

Appendix H: Post Bank Sale Disclosures

Profit Contribution – Estimated adjustments

	FY24 $M	FY25[1] $M	Note
Gross written premium	**14,121**		
Insurance revenue	13,250		
Reinsurance premium	(1,477)		
Net insurance revenue	11,773		
Net incurred claims	(8,520)		
Direct operating expenses	(1,579)		
Commission expenses	(672)		
Insurance service result	**1,002**		
Investment income on insurance funds	604		
Discount unwind and rate adj. on claims liabilities	(312)		
Non-directly attributable expenses	(56)		
Insurance trading result	**1,238**		
Investment income on shareholder funds	369		
Managed schemes, joint venture and other	(81)		A
Profit before tax	**1,526**		
Income tax	(448)		
General Insurance profit after tax	**1,078**		
Other profit (loss) from continuing operations (after tax)	(66)		B
Cash earnings from continuing operations	**1,012**		
Life Insurance profit after tax	18		
Suncorp Bank profit after tax	379		
Other profit (loss) from discontinuing operations (after tax)	(37)	(3)	C
Cash earnings	**1,372**		
Net profit (loss) from divested/divesting operations	(161)	240	D
Acquisition amortisation (after tax)	(14)		
Net profit after tax	**1,197**		

	FY24 $M	FY25 $M
(A) Managed schemes, joint venture and other		
Capital funding costs	(53)	(45)
Managed schemes, JV & other excluding capital funding costs	(28)	
Managed schemes, joint venture and other	(81)	
(B) Other profit (loss) from continuing operations (after tax)		
External funding expense[2]	(34)	(65)
Non-controlling interest	(32)	
Investment income on capital funds at Group	25	
Net Tax Adjustment	5	
Restructuring	(16)	
Other	(14)	
Other profit (loss) from continuing operations	(66)	
(C) Other profit (loss) from discontinuing operations (after tax)		
External funding expense Bank	(37)	(3)
Other profit (loss) from discontinuing operations	(37)	(3)
(D) Net profit (loss) from divested/divesting operations		
Other net profit (loss) from sale[3]	(10)	
Net external funding costs	–	(5)
Profit or loss related to sale of Bank[4]	(151)	245
Net profit (loss) on sale of divesting operations	(161)	240

1. FY25 figures are high level estimates presented for illustrative purposes only and are subject to change
2. FY25 figures include the impact of higher gearing within the GI holding company enabled by changes to CET1 capital targets
3. Includes $8 million of NZ Life loss from sale after tax in FY24. The FY25 P&L impact does not include NZ Life gain or loss from sale
4. The majority of this amount is expected to be recognised in 1H25 and includes the estimated gain on sale of $235 million, earnings on surplus capital and other costs

Statement of Assets and Liabilities – Estimated adjustments

	Remove Bank (as at 30 June 2024)	Sale Related Adjustments[1]	Estimated Return of Capital	Total Adjutments[2]
	$M	$M	$M	$M
Total assets	(85,146)	5,600	(4,100)	(83,646)
Total liabilities	(80,440)	600	–	(79,840)
Net assets	**(4,706)**	**5,000**	**(4,100)**	**(3,806)**
Total equity attributable to owners	**(4,706)**	**5,000**	**(4,100)**	**(3,806)**

1. Asset adjustments reflect the proceeds from the sale offset by frictional costs incurred in FY25 and settlement of intercompany balances; liability adjustments reflect the sub-ordinated debt that is retained by the Group post sale.
2. Numbers are high level estimates presented for illustrative purposes only and are subject to change

Illustrative worked example

		FY25 and FY26	Note
PERFORMANCE METRICS - WORKED EXAMPLE			
Earnings per share FY25			
Earnings per share	(cents)	98.75	**= NPAT / J**
Cash earnings per share	(cents)	113.18	**= Cash Earning / J**
Earnings per share FY26			
Earnings per share	(cents)	115.23	**= NPAT / G**
Cash earnings per share	(cents)	132.08	**= Cash Earning / G**
ESTIMATED CALCULATIONS			
Assumed consolidation VWAP	($)	16.00	**A**
Number of shares on issue pre consolidation	(m)	1,270.0	**B**
Number of shares on issue post consolidation	(m)	1,038.8	**G**
Weighted average number of shares during FY25	(m)	1,212.2	**J = [(Bx9)+(Gx3)]/12**
Number of shares post share consolidation			
Market capitalisation pre consolidation	($M)	20,320.0	**C = AxB**
Capital Return	($M)	3,700.0	**D**
Market capitalisation post consolidation	($M)	16,620.0	**E = C-D**
Share Consolidation Ratio	%	0.82	**F = [A-(D/B)]/A**
Shares on issue post consolidation	(m)	1,038.8	**G = FxB**
Share price post consolidation	(m)	16.0	**H = E ÷ G**

Assumptions:

- FY24 earnings used as a proxy to calculate EPS
- Capital return component assumed to be $3,700 million; final amount subject to several factors including an ATO draft ruling
- Consolidation VWAP of $16 per share
- Date of share consolidation assumed to be 31 March 2025

Glossary

Attributable expenses	Operating expenses that are directly related to the fulfilment of current insurance contracts, such as acquisition costs, general operating expenses and policy administration expenses.
Basis points (bps)	A 'basis point' is 1/100th of a percentage point.
Cash earnings	Net profit after tax adjusted for the amortisation of acquisition intangible assets, recoverable amount adjustments on intangibles, the profit or loss on divestment and their tax effect.
Cash earnings per share	Basic: cash earnings divided by the weighted average number of ordinary shares (net of treasury shares) outstanding during the period. Diluted: cash earnings adjusted for consequential changes in income or expenses associated with the dilutive potential ordinary shares divided by the weighted average number of diluted shares (net of treasury shares) outstanding during the period.
Cash return on average shareholders' equity	Cash earnings divided by average equity attributable to owners of the Company. Averages are based on monthly balances over the period. The ratio is annualised for half years.
Cash return on average shareholders' equity pre-goodwill	Cash earnings divided by average equity attributable to owners of the Company less goodwill. Averages are based on monthly balances over the period. The ratio is annualised for half years.
Cash return on average shareholders' equity pre-goodwill and intangibles	Cash earnings divided by average equity attributable to owners of the Company less goodwill and intangibles. Intangibles excludes any capitalised costs (software or broker commissions). Averages are based on monthly balances over the period. The ratio is annualised for half years.
Claims Handling Expenses (CHE)	Costs incurred in the investigation, assessment and settlement of a claim, included as part of net incurred claims.
Combined operating ratio	The percentage of net insurance revenue that is used to meet the costs of all claims incurred plus the costs of acquiring, writing and servicing the General Insurance business.
Common Equity Tier 1 (CET1)	Common Equity Tier 1 Capital comprises accounting equity plus adjustments for intangible assets and regulatory reserves.
Common Equity Tier 1 ratio	Common Equity Tier 1 divided by the Prescribed Capital Amount for Life and General Insurance, or total risk-weighted assets for the Bank.
Confidence level	Also referred to as "probability of adequacy", represents the level of certainty that the estimated insurance liabilities, including the risk adjustment, will be adequate to cover future obligations.
Cost-to-income ratio	Operating expenses of the Banking business divided by total income from Banking activities.
Deferred acquisition costs (DAC)	The portion of acquisition costs not yet expensed on the basis that it can be reliably measured and it is probable that it will give rise to premium revenue that will be brought to account in subsequent financial periods.
Deposit-to-loan ratio	Total retail deposits divided by total loans and advances, excluding other receivables.
Diluted shares	Weighted average number of ordinary shares outstanding during the period, adjusted for potential ordinary shares that are dilutive, in accordance with AASB 133 Earnings per Share.
Discount rate	The rate applied to future cash flows within the boundary of an insurance contract to reflect the time value of money, the characteristics of the cash flows and the liquidity characteristics of the insurance contracts.
Effective tax rate	Income tax expense divided by profit before tax.

Equity reserve for credit losses	The equity reserve for credit losses represents the difference between the collective provision for impairment and the estimate of credit losses across the credit cycle, based on guidance provided by APRA.
Emergency services levies (ESL)	The expense levied on premiums for insurance policies, which is recoverable from insurance companies by the applicable State Government. Emergency services levies were established to cover corresponding emergency services charges.
General insurance businesses	General insurance businesses include Consumer and Commercial & Personal Injury's general insurance business in Australia, and New Zealand's general insurance business. This term is used when describing Suncorp's capital position and statement of financial position which are structured around the Group's legal entity structure, rather than business functions structure.
Gross non-performing loans	Gross impaired assets plus past due loans.
Gross written premium (GWP)	The total premium on insurance underwritten by an insurer during a specified period, before deduction of reinsurance premium.
Illiquidity premium	An adjustment to the risk-free discount rate to reflect the liquidity characteristics of an insurance contract. The illiquidity premium increases the discount rate to reflect that the insurance portfolio is less liquid in nature than the reference portfolio upon which the risk-free rate is calculated.
Impairment losses to gross loans and advances	Impairment losses on loans and advances divided by gross loans and advances. The ratio is annualised for half years.
Insurance funds	Insurance funds explicitly back insurance liabilities. They are designed to match the insurance liabilities and are managed separately from shareholders' funds.
Insurance revenue	The amount charged for insurance coverage when it is earned. This is equivalent to gross earned premium under AASB1023 less bad debts (part of operating expense in AASB1023)
Insurance service expense	Includes incurred claims and benefits excluding investment components, other directly attributable insurance service expenses, amortisation of insurance acquisition cash flows, and changes that relate to past service and future service on insurance contracts.
Insurance Services Result	Comprises insurance revenue, insurance service expenses and reinsurance income and expenses.
Insurance Services Ratio (ISR)	The insurance services result expressed as a percentage of net insurance revenue.
Insurance Trading Result (AASB 1023)	Underwriting result plus investment income on assets backing technical reserves.
Insurance Trading Result (AASB 17)	Insurance services result adjusted for movements in claims liabilities, non-directly attributable expenses and investment income on assets backing technical reserves.
Insurance Trading Ratio (ITR)	The insurance trading result expressed as a percentage of net earned premium.
Liability for incurred claims (LIC)	An obligation to investigate and pay valid claims for insured events that have already occurred. This replaces the outstanding claims liability under AASB1023.
Life risk in-force annual premiums	Total annualised statistical premium for all business in-force at the date (including new business written during the reporting period).
Life risk new business annual premiums	Total annualised statistical premium for policies issued during the reporting period.
Liquidity Coverage Ratio (LCR)	An APRA requirement to maintain a sufficient level of qualifying high-quality liquid assets to meet liquidity needs under an APRA-defined significant stress event lasting for 30 calendar days. Absent a situation of financial stress, the LCR must not be less than 100%. The LCR is calculated as the ratio of qualifying high-quality liquid assets relative to net cash outflows in a modelled APRA-defined 30-day stress scenario.

Long-tail	Classes of insurance business involving coverage for risks where notice of a claim may not be received for many years and claims may be outstanding for more than one year before they are finally quantifiable and settled by the insurer.
Loss component	An amount added to the Liability for Remaining Coverage and expensed to profit or loss where a contract or group of contracts is assessed as onerous at initial recognition.
Loss ratio	Net claims incurred expressed as a percentage of net earned premium. Net claims incurred consists of claims paid during the period increased (or decreased) by the increase (decrease) in outstanding claims liabilities.
Maximum Event Retention	This is an estimate of the largest accumulated property loss (from a single event) to which Suncorp will be exposed (taking into account the likelihood of this event is up to one in 200 years), after netting off any potential reinsurance recoveries.
Net incurred claims	The amount of claims incurred during an accounting period after deducting reinsurance recoveries and non-reinsurance recoveries.
Net insurance revenue	Insurance revenue minus reinsurance premium
Net interest margin (NIM)	Net interest income divided by average interest earning assets (net of offset accounts). NIM is the percentage difference between revenue earned on interest bearing assets (loans) minus the cost of interest-bearing liabilities (funding).
Net interest spread	The difference between the average interest rate on average interest earning assets and the average interest rate on average interest-bearing liabilities.
Net profit after tax (NPAT)	Net profit after tax attributable to owners of Suncorp, derived in accordance with Australian Accounting Standards.
Net Stable Funding Ratio (NSFR)	The NSFR measures the amount of available stable funding (ASF) relative to the amount of required stable funding (RSF). The amount of ASF is the amount of capital and liabilities that are expected to be a reliable source of funds over a 1-year time horizon. The amount of RSF is based on the liquidity characteristics and residual maturity of assets and off-balance sheet activities. The requirement to maintain an NSFR of at least 100% was introduced on 1 January 2018.
Net tangible asset backing per share	Total equity less intangible assets divided by ordinary shares at the end of the period, adjusted for treasury shares.
Non-directly attributable expenses	Non-directly attributable expenses (NDAE) are costs that do not relate to the fulfilment of current insurance contracts. The most material component of this value is project expenditure that either relates to prior period contracts where they are remediation based or where the benefits are expected to impact future insurance contracts.
Onerous contract	An insurance contract where the fulfilment cashflows allocated to the contract, and any previously recognised acquisition cash flows and any cashflow arising from the contract at the date of initial recognition in total are a net outflow.
Operating functions	The Suncorp Group comprises four businesses— Consumer Insurance, Commercial & Personal Injury Insurance, Suncorp New Zealand and Suncorp Bank. The operating functions are responsible for product design, manufacturing, claims management, and distribution. The core businesses have end-to-end responsibility for the statutory entities within the Suncorp Group.
Operating expense ratio	Operating expenses (direct and non-direct) expressed as a percentage of net insurance revenue.
Past due loans	Loans outstanding for more than 90 days.
Payout ratio – cash earnings	Ordinary shares (net of treasury shares) at the end of the period, multiplied by the ordinary dividend per share for the period divided by cash earnings.
Payout ratio – net profit after tax	Ordinary shares (net of treasury shares) at the end of the period, multiplied by the ordinary dividend per share for the period divided by profit after tax.
Prescribed capital amount (PCA)	This comprises the sum of the capital charges for asset risk, asset concentration risk, insurance risk, insurance concentration risk, operational risk, combined stress scenario and aggregation benefit as required by APRA.

Profit after tax from functions	The profit after tax for the Consumer Insurance, Commercial and Personal Injury Insurance, Suncorp New Zealand and Suncorp Bank functions.
Reinsurance	A form of insurance for insurance companies where, in exchange for an agreed premium, the reinsurer agrees to pay all, or a share of, certain claims incurred by the insurance company.
Reserve releases	Reserve releases occur when provisions made to cover insurance claims made against underwritten policies are assessed as higher than long-run trends in actual experience.
Return on average shareholders' equity	Net profit after tax divided by average equity attributable to owners of the Company. Averages are based on monthly balances over the period. The ratio is annualised for half years.
Return on average total assets	Net profit after tax divided by average total assets. Averages are based on beginning and end of period balances. The ratio is annualised for half years.
Return on Common Equity Tier 1	Net profit after tax adjusted for dividends paid on capital notes divided by average Common Equity Tier 1 Capital. Average Common Equity Tier 1 Capital is based on the monthly balance of Common Equity Tier 1 Capital over the period. The ratio is annualised for half years.
Risk adjustment	The compensation that an issuer of insurance contracts requires for bearing the uncertainty attached to the amount and timing of the cashflows arising from non-financial risks as it fulfils insurance contracts.
Shareholders' funds	Shareholders' funds are part of the investment portfolio and are managed separately from insurance funds.
Short-tail	Classes of insurance business involving coverage for risks where claims are usually known and settled within 12 months.
Total capital ratio	Total capital divided by the Prescribed Capital Amount for Life and General Insurance, or total risk-weighted assets for the Bank, as defined by APRA.
Total expense ratio – general insurance	Total expenses (commission and operating expenses) expressed as a percentage of net insurance revenue.
Total risk-weighted assets	Bank credit risk-weighted assets, off-balance sheet positions and market risk capital charge and operational risk charge, as defined by APRA.
Transitional excess profit and loss (TEPL)	Includes a profit normalisation mechanism which caps industry and insurer profits in the New South Wales CTP scheme.
Treasury shares	Ordinary shares of Suncorp Group Limited that are acquired by subsidiaries.
Ultimate net loss (UNL) – New Zealand	Financial obligation when an insured event occurs, net of the catastrophe treaty.
Underlying Insurance Services Ratio (UISR)	The insurance services ratio is adjusted for reported prior year reserve releases and natural hazard claims costs above/below expectations, risk adjustment, loss component and any abnormal expenses.
Underlying Insurance Services Result	The insurance services result is adjusted for reported prior year reserve releases and natural hazard claims costs above/below expectations, risk adjustment, loss component and any abnormal expenses.
Underlying Insurance Trading Ratio (Underlying ITR)	The insurance trading ratio is adjusted for reported prior year reserve releases and natural hazards claims costs above/below assumptions, risk adjustment, loss component, investment income mark-to-market and any abnormal expenses.

SUNCORP

Financial Calendar

The financial calendar below may be updated throughout the year. Please refer to suncorpgroup.com.au for up-to-date details. Dividend and distribution dates set out below may be subject to change.

Suncorp considers the payment of ordinary dividends as part of the process of preparing half and full year accounts, taking into consideration the company's capital position, the outlook for the operating environment and guidance from regulators. Suncorp generally pays a dividend on its ordinary shares twice a year following the interim and final results announcements and the proposed dates for the next 12 months are set out below.

Suncorp Group Limited (SUN)

Full year results and final dividend announcement	**19 August 2024**
Final ordinary dividend ex-dividend date	22 August 2024
Final ordinary dividend record date	23 August 2024
Final ordinary dividend payment date	25 September 2024
Annual General Meeting	**22 October 2024**
Half year results and interim dividend announcement	12 February 2025
Interim ordinary dividend ex-dividend date	17 February 2025
Interim ordinary dividend record date	18 February 2025
Interim ordinary dividend payment date	**31 March 2025**

Suncorp Group Limited Capital Notes 3 (SUNPH)

Ex-distribution date	2 September 2024
Distribution payment date	17 September 2024
Ex-distribution date	2 December 2024
Distribution payment date	17 December 2024
Ex-distribution date	28 February 2025
Distribution payment date	17 March 2025
Ex-distribution date	30 May 2025
Distribution payment date	17 June 2025

Suncorp Group Limited Capital Notes 4 (SUNPI)

Ex-distribution date	2 September 2024
Distribution payment date	17 September 2024
Ex-distribution date	2 December 2024
Distribution payment date	17 December 2024
Ex-distribution date	28 February 2025
Distribution payment date	17 March 2025
Ex-distribution date	30 May 2025
Distribution payment date	17 June 2025

Suncorp Group Limited Capital Notes 5 (SUNPJ)

Ex-distribution date	2 September 2024
Distribution payment date	17 September 2024
Ex-distribution date	2 December 2024
Distribution payment date	17 December 2024
Ex-distribution date	28 February 2025
Distribution payment date	17 March 2025
Ex-distribution date	30 May 2025
Distribution payment date	17 June 2025

Contact

Investors / Analysts

Neil Wesley
EGM Corporate Development & Investor Relations
+61 498 864 530
neil.wesley@suncorp.com.au

Media

James Spence
EM Media Relations
+61 436 457 886
james.spence@suncorp.com.au

Registered office

Level 23, 80 Ann Street
Brisbane Qld 4000
suncorpgroup.com.au