

Customer Committee Charter



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Introduction

This is the Charter of the Customer Committee. The Customer Committee, appointed by the Board of the Company specified in item 1 of the Schedule also operates as the Customer Committee for the Group, and performs the functions outlined in this Charter, for each of the entities (if any) specified in item 2 of the Schedule except where the entity specified in item 2 of the Schedule has appointed its own Customer committee.

Definitions

The following terms have the following meanings:

"Board" means the board of the Company and the board of each of the entities specified in item 2 of the Schedule, except for those entities which have appointed their own Customer committee or adopted their own Customer committee charter.

"Company" means the company specified in item 1 of the Schedule.

"Company Secretary" means the company secretary of the Company.

"Customer" means a recipient of a product, service or other arrangement from the Suncorp Group.

"Group" means the Company and the entities (if any) specified in item 2 of the Schedule.

"Group Executives" means senior executive positions directly reporting to the CEO & Managing Director.

"Customer Committee" means the Customer committee of the Group.

"Suncorp Group" means any entity of the Suncorp Group, individually and collectively.

Role

The role of the Customer Committee is to support the delivery of a Customer-centric strategy and meeting the expectations of our Customers, in doing so:

- oversee the balance of needs of shareholders, Customers, staff, and the community; and
- maintain oversight and measurement of initiatives and programs.

Composition

The Customer Committee will be appointed by the Board and shall comprise not less than three directors. All members of the Customer Committee must be non-executive directors, and a majority of members must be independent.

Chairman

The Chairman of the Customer Committee will be appointed by the Board. The Customer Committee Chairman and Customer Committee membership will be confirmed annually.

Administrative matters and procedures

Meetings shall be held at a frequency determined by the Customer Committee. Special meetings may be convened by the Customer Committee Chairman as required.

A quorum of any meeting will be two members or such other number determined by the Board. The agenda and supporting documentation shall be circulated to the Customer Committee members at a reasonable period in advance of each meeting.

The secretary of the Customer Committee shall be the Company Secretary, or such other person as nominated by the Board. The secretary of the Customer Committee shall circulate minutes to members of the Customer Committee and the Board as soon as practicable after each meeting.

Other members of the Board who are not Customer Committee members may attend meetings of the Customer Committee as observers and receive copies of papers. Representatives of management or any other person may attend part or all of the meeting at the invitation of the Customer Committee Chairman.

The Customer Committee has unrestricted access to Group Executives and their direct reports and senior management including the Customer Advocate in order to fulfil its role and undertake its duties.

Reporting

The Customer Committee shall regularly update the Board in relation to Customer Committee activities and make appropriate recommendations. The Customer Committee shall review this Charter and its continuing adequacy.

Duties and Responsibilities

With respect to supporting the Group's focus on meeting Customer and community expectations as a trusted, responsible Customer-centric organisation, the Customer Committee shall receive reports covering conduct, culture and governance on the following topics:

- the development of the Customer program of work, including the measurement of progress towards Elevating the Customer and relativities to best practice and industry peers;
 - systemic trends in complaints from the Customer Advocate and analysis of trends and interactions with complaints authorities (i.e. Australian Financial Complaints Authority);
 - systemic trends in breaches reported to regulators, including actions taken and costs incurred to mitigate the consequences of imperfect processes and associated costs of remediation and compensation;
 - oversight of customer fairness appropriateness and value from product and service offerings;
 - claim processing metrics and systemic issues in the management of claims, with a primary focus of impact on the Customer;
 - Suncorp Group's program around the "Voice of the Customer", including engagement with Customers and their representatives, and consider the program's effectiveness;
 - material risks regarding conduct risk and reputation, as it applies to the Customer;
 - community expectations, including applicable research and trends;
 - issues impacting Customer segments, including areas of vulnerability and hardship;
- in order to monitor them and make recommendations to the Board, where appropriate.

Schedule: Customer Committee Charter

Item 1: Name of Company

Suncorp Group Limited

Item 2: Name of Entities

SBGH Limited, Suncorp Insurance Holdings Limited, Suncorp Life Holdings Limited and all other APRA-regulated companies in the Suncorp Group except superannuation entities regulated by APRA.