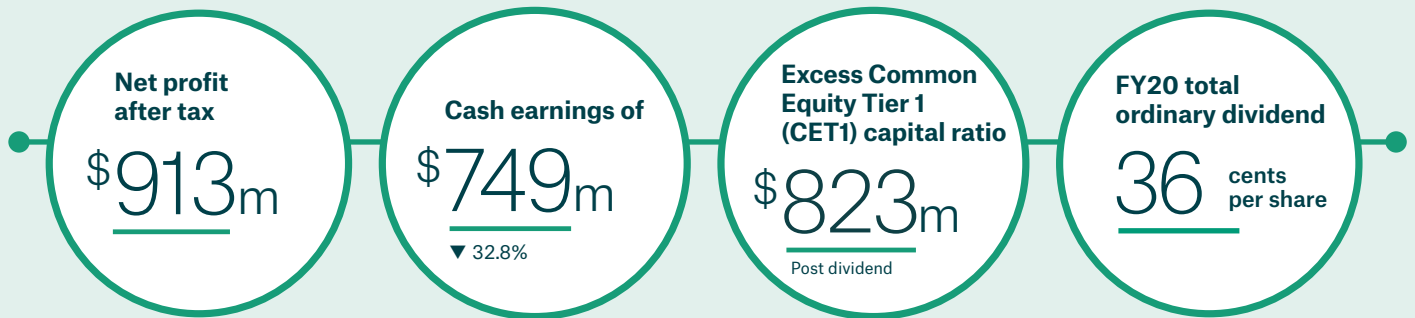


Group financial results 2020

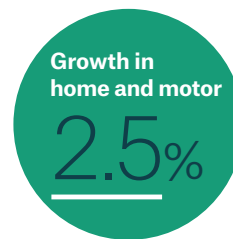


Group natural hazard costs



In-line with FY20 allowance. Benefitting from the Group's strengthened reinsurance program.

Insurance (Australia)



Digital channels helped growth in motor and home insurance. Commercial insurance delivered improved profitability.

Banking & Wealth



At the top end of our targeted operating range, supported by strong growth in at-call digital deposits.

New Zealand



New Zealand has delivered another strong year of profitability, driven by premium increases in the commercial portfolio and unit growth primarily in the direct business.

CEO Commentary

“ The health and economic headwinds of COVID-19 will continue to be felt for some time but the lessons of the past year position us to withstand future challenges and to continue executing against our key priorities. These priorities include improving the performance of our core businesses, improving operational efficiency, leveraging our investments in data and digital and embracing regulatory change. ”

Suncorp Group Chief Executive Officer, Steve Johnston

COVID-19 support

Since March 2020, Suncorp's portfolio of brands has provided financial relief to customers in need.



31,000 motor and home insurance customers received three-month premium waivers and discounts.



26,000 doctors, nurses, hospital staff and first responders received free AAMI roadside assist.



9,800 customer loans were under temporary loan repayment deferral arrangements as at 31 July (30 June: 14,400).



Home loan deferral arrangements have decreased from 8% (30 June) to 5% (31 July).



Bank customers received access to a **range of support options** including removing fees, lowering overdraft limits and deferring repayments.



Access to free counselling as part of the Insurance **Peace of Mind package** aimed at providing practical measures to support customers facing hardship.

