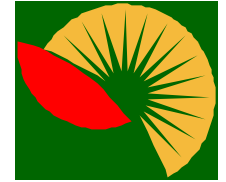


SUNCORP METWAY LTD

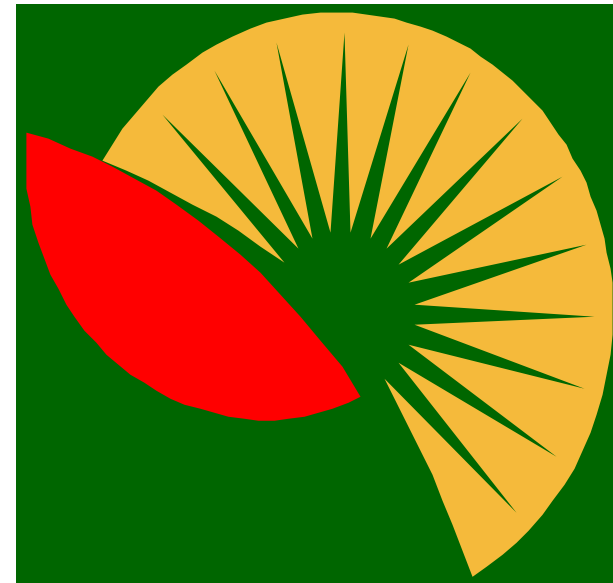
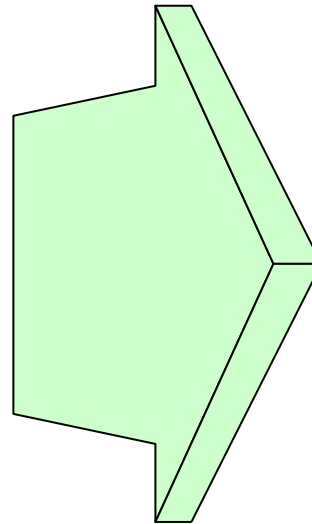
Steve Jones
Managing Director

AFS Conference
October 6, 2000

1996 Merger

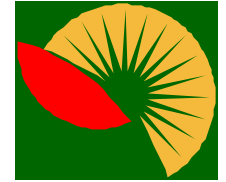


Metway
Bank

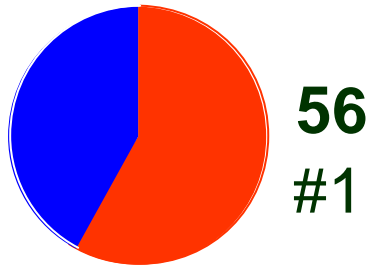


SUNCORP METWAY

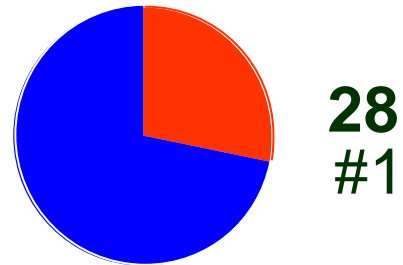
Qld Market Share (%)



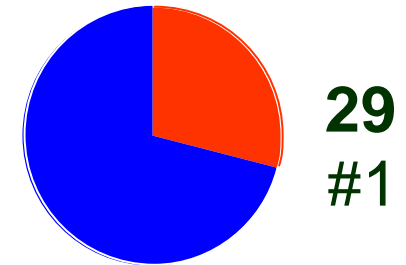
CTP



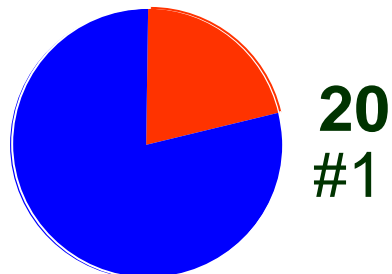
Home Insurance



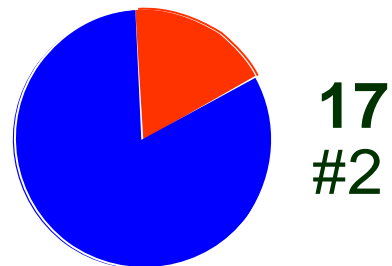
Motor Insurance



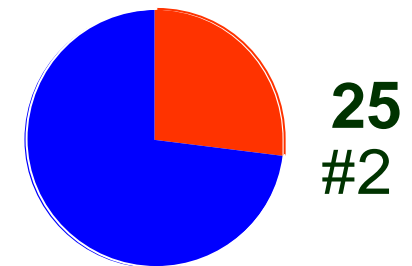
Retail Deposits



Lending

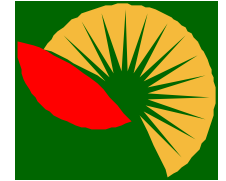




Agribusiness

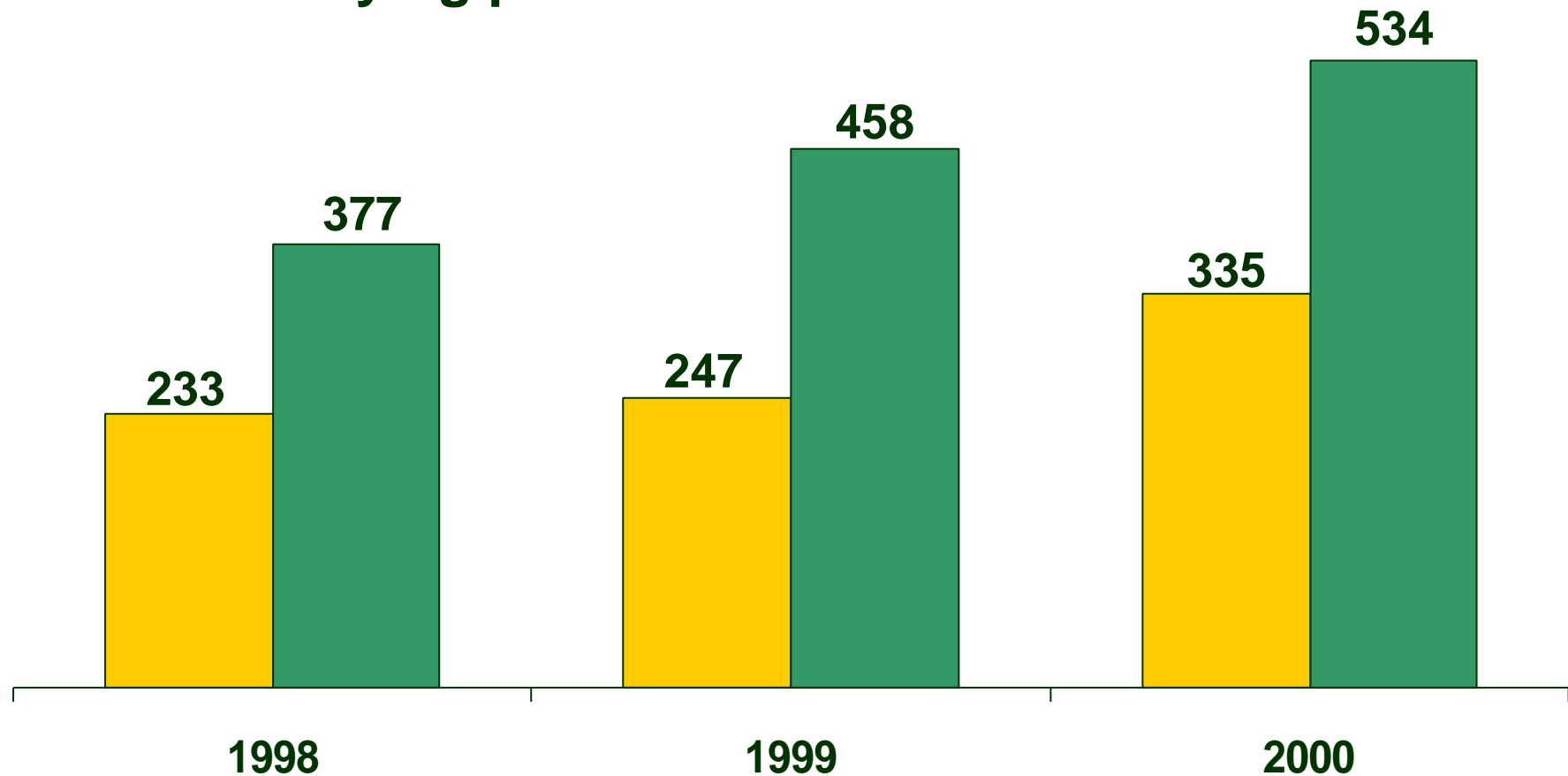


Profit performance

(\$ millions)



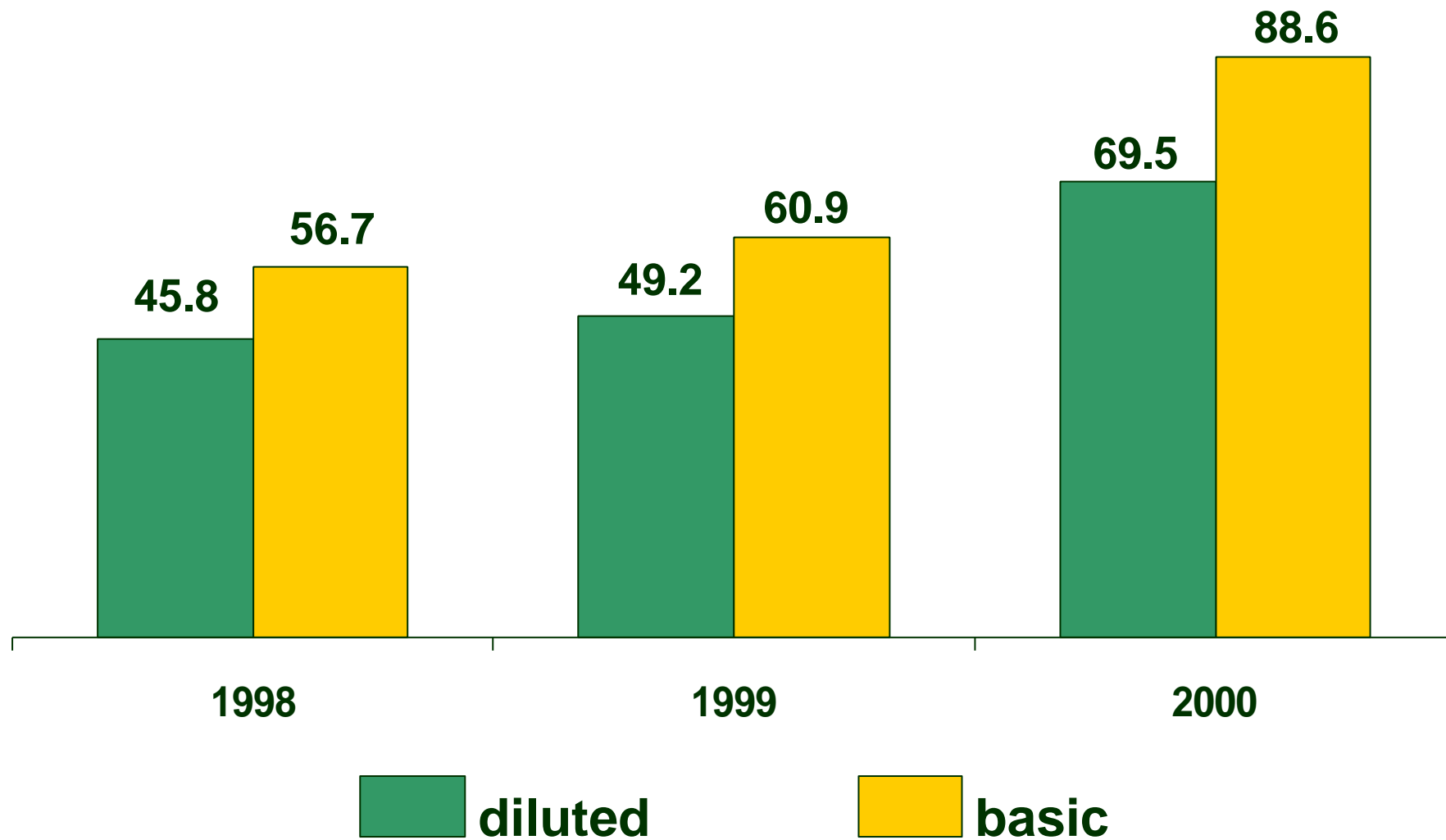
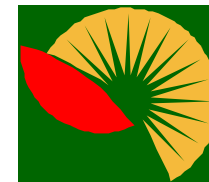
 Statutory NPAT
 Underlying profit*



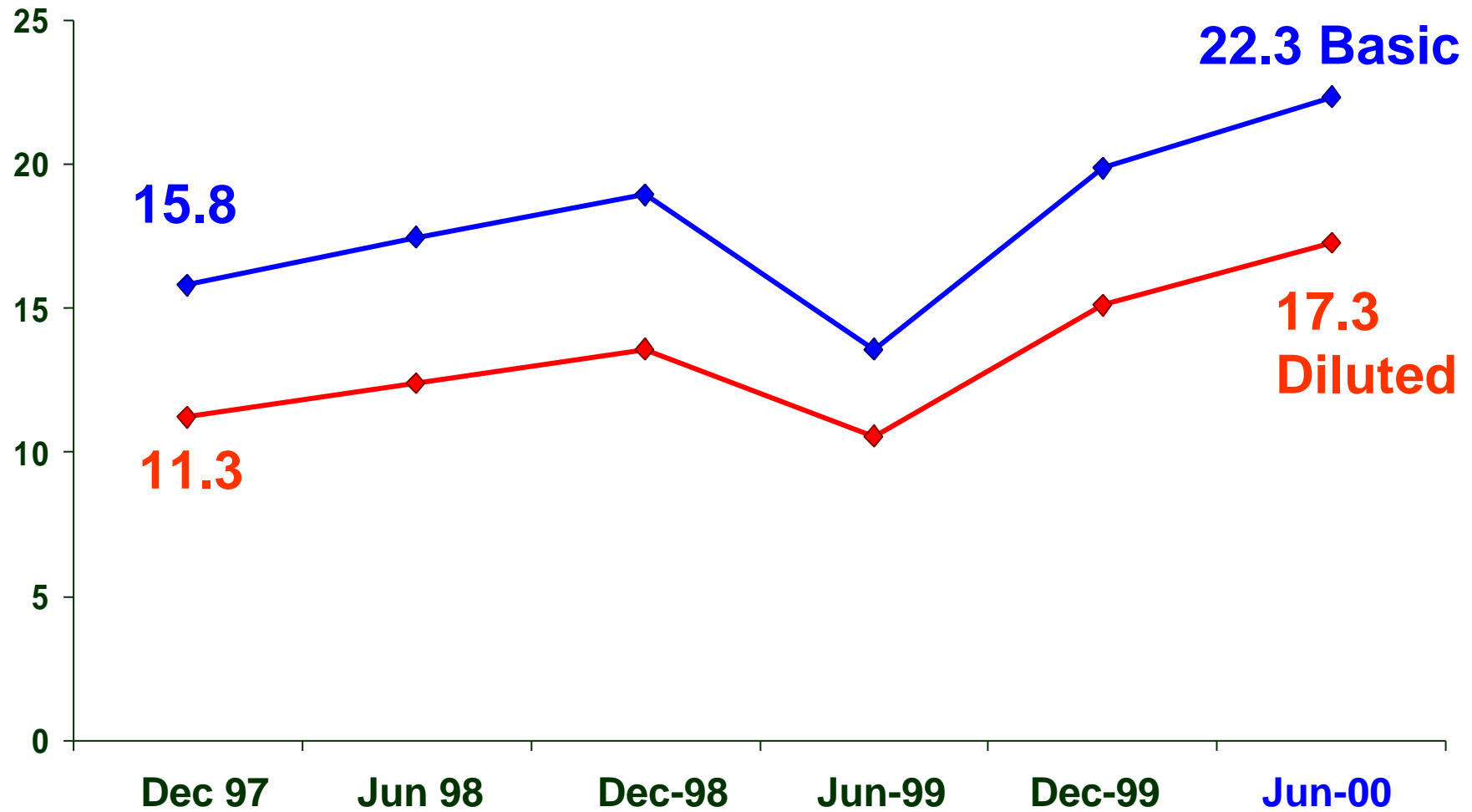
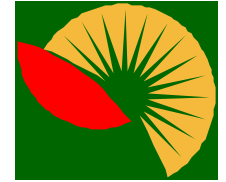
*Profit before tax, adding back one-off merger related expenses and bad debts

Earnings per share

(cents)

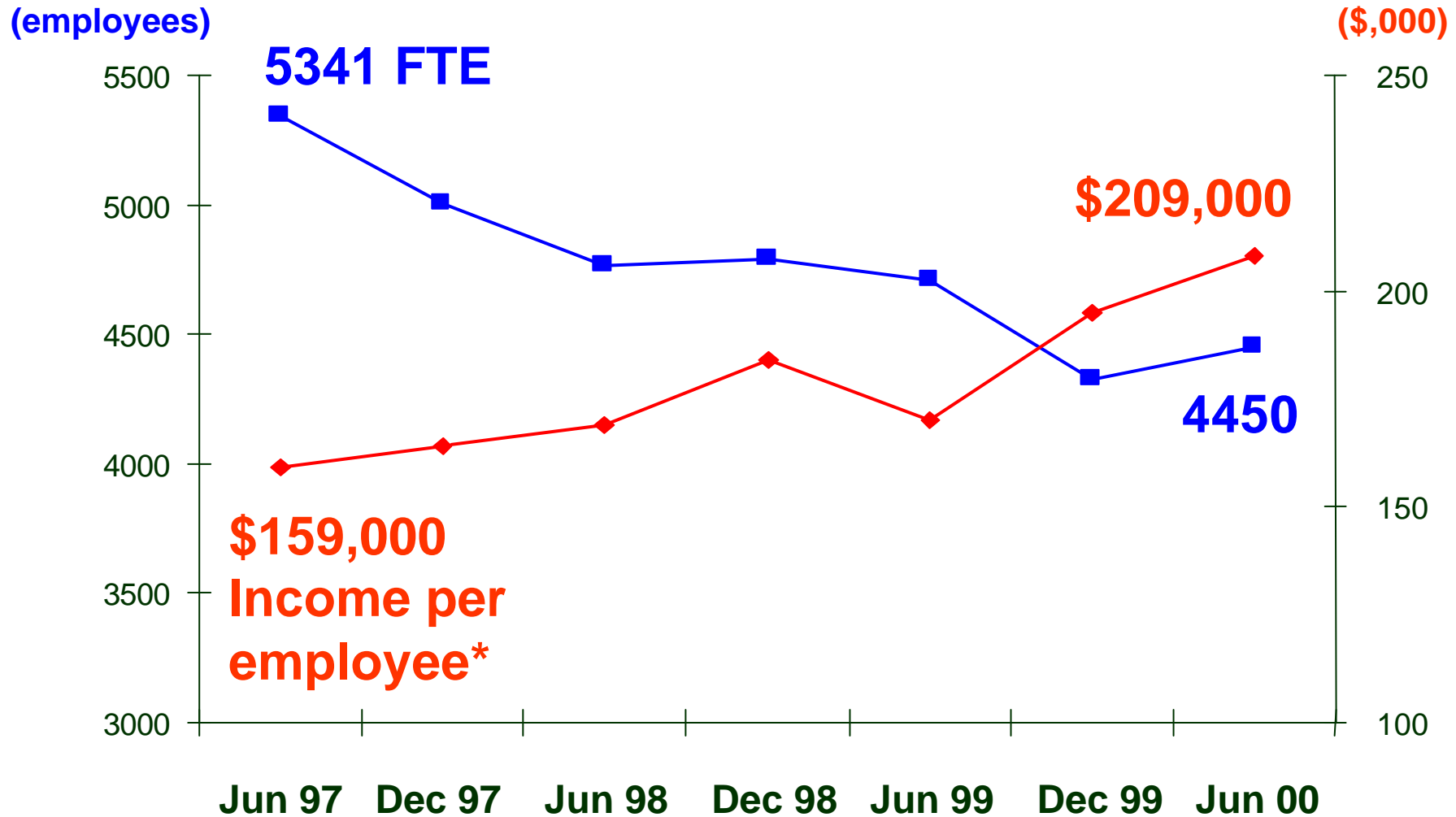
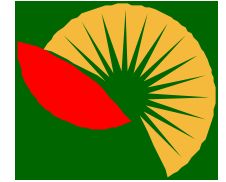


Return on equity (%)

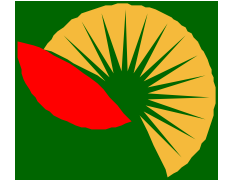


Excluding one-off expenses

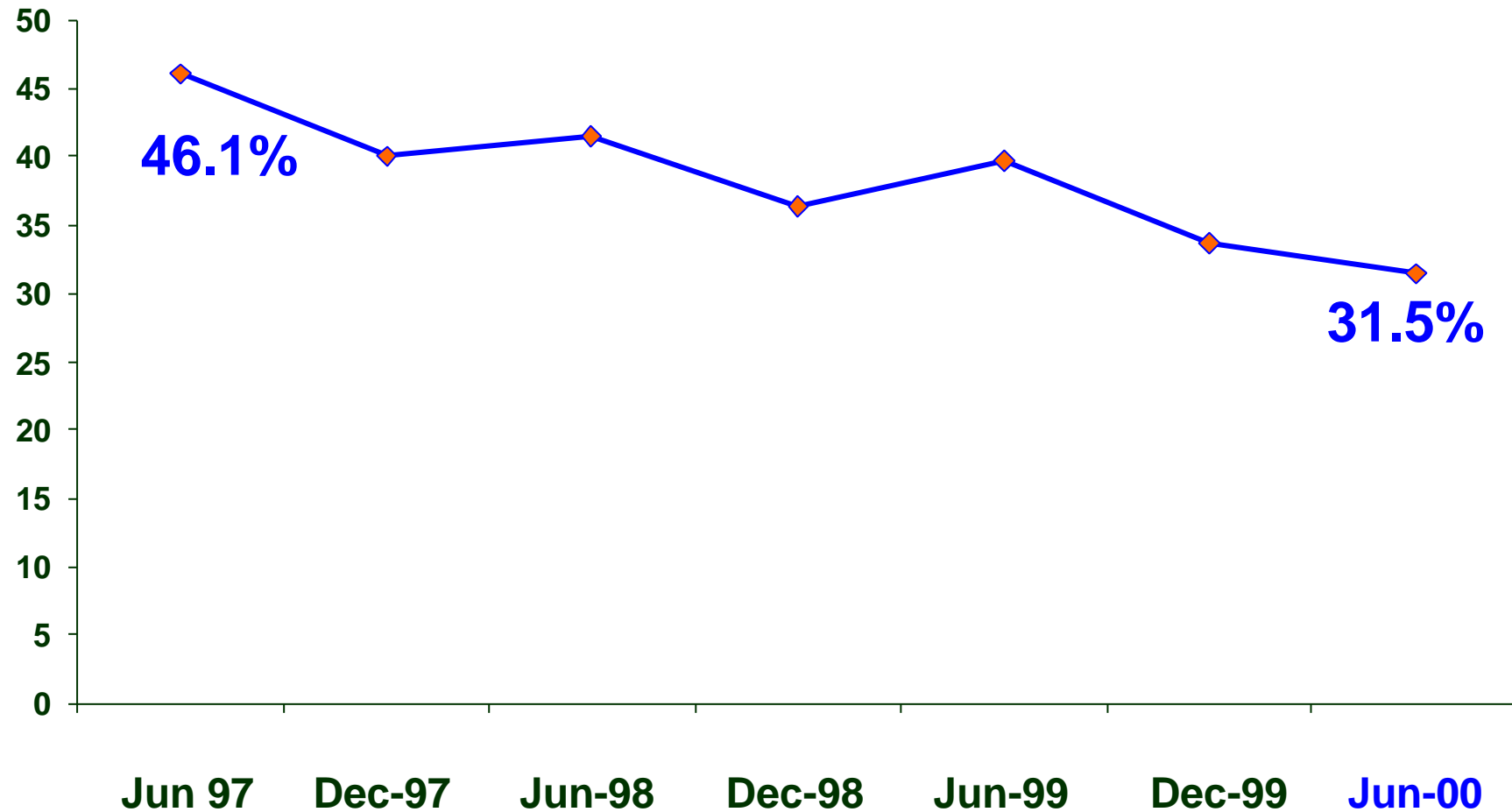
Staff numbers and productivity



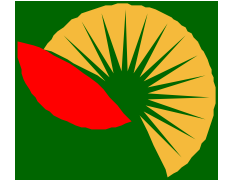
*Excluding policyholders funds



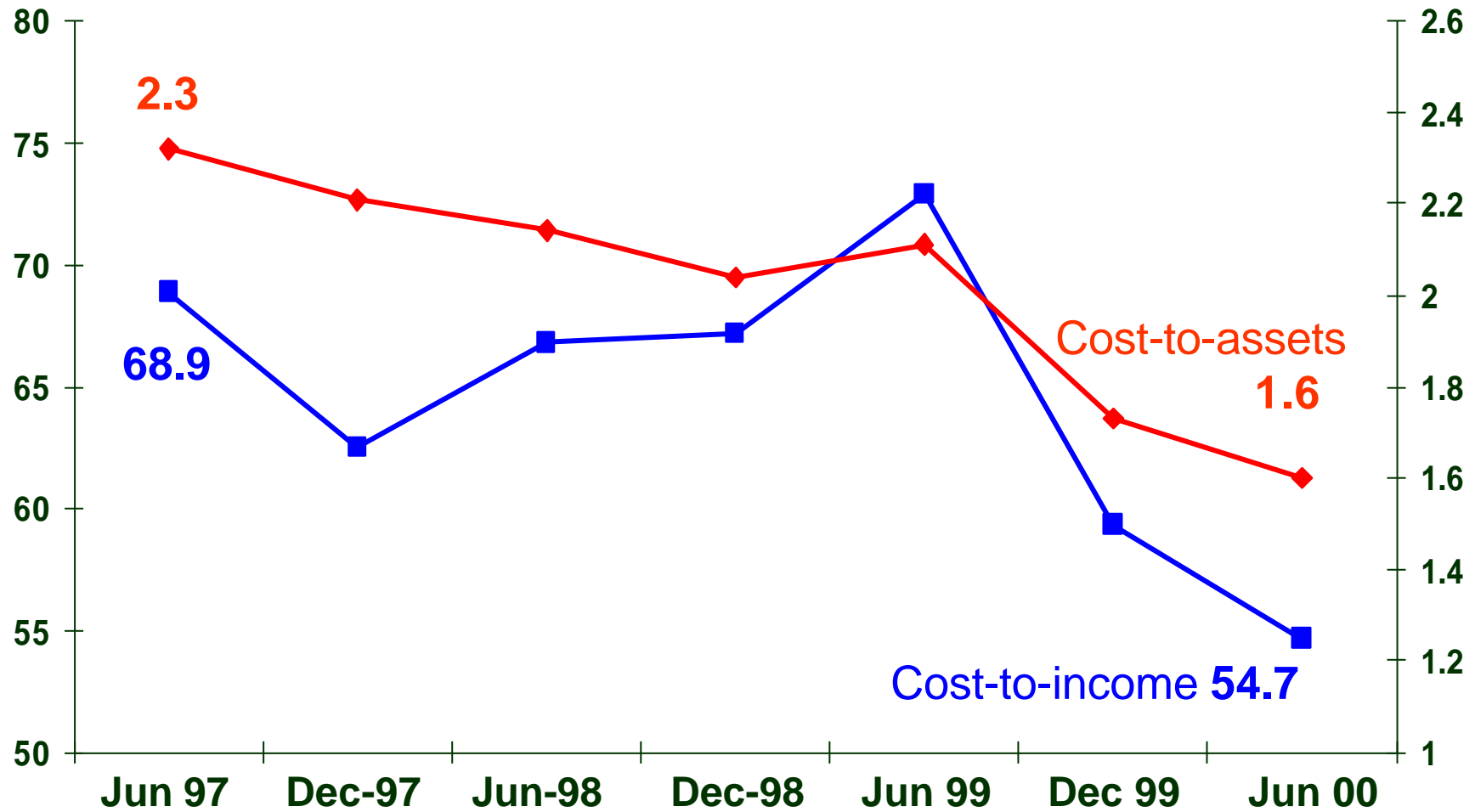
Group efficiency ratio



Group efficiency ratio: Operating expenses as % of total operating income, excluding GI investment income on shareholders funds

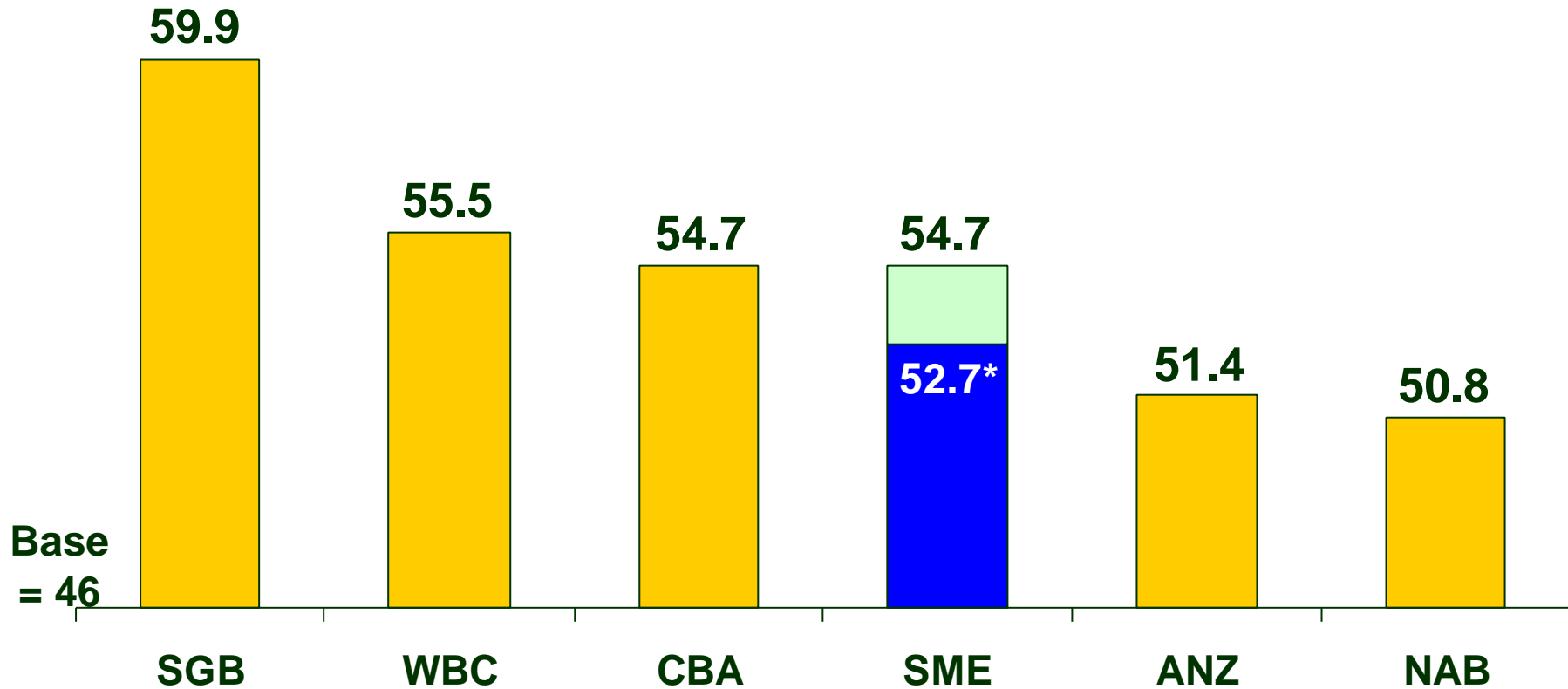
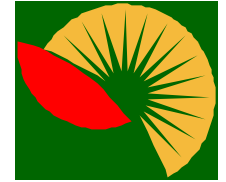


Banking expense ratios (%)



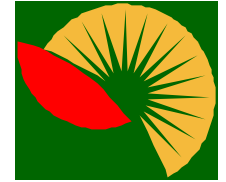
Including one-off expenses

Banking cost-to-income (%)

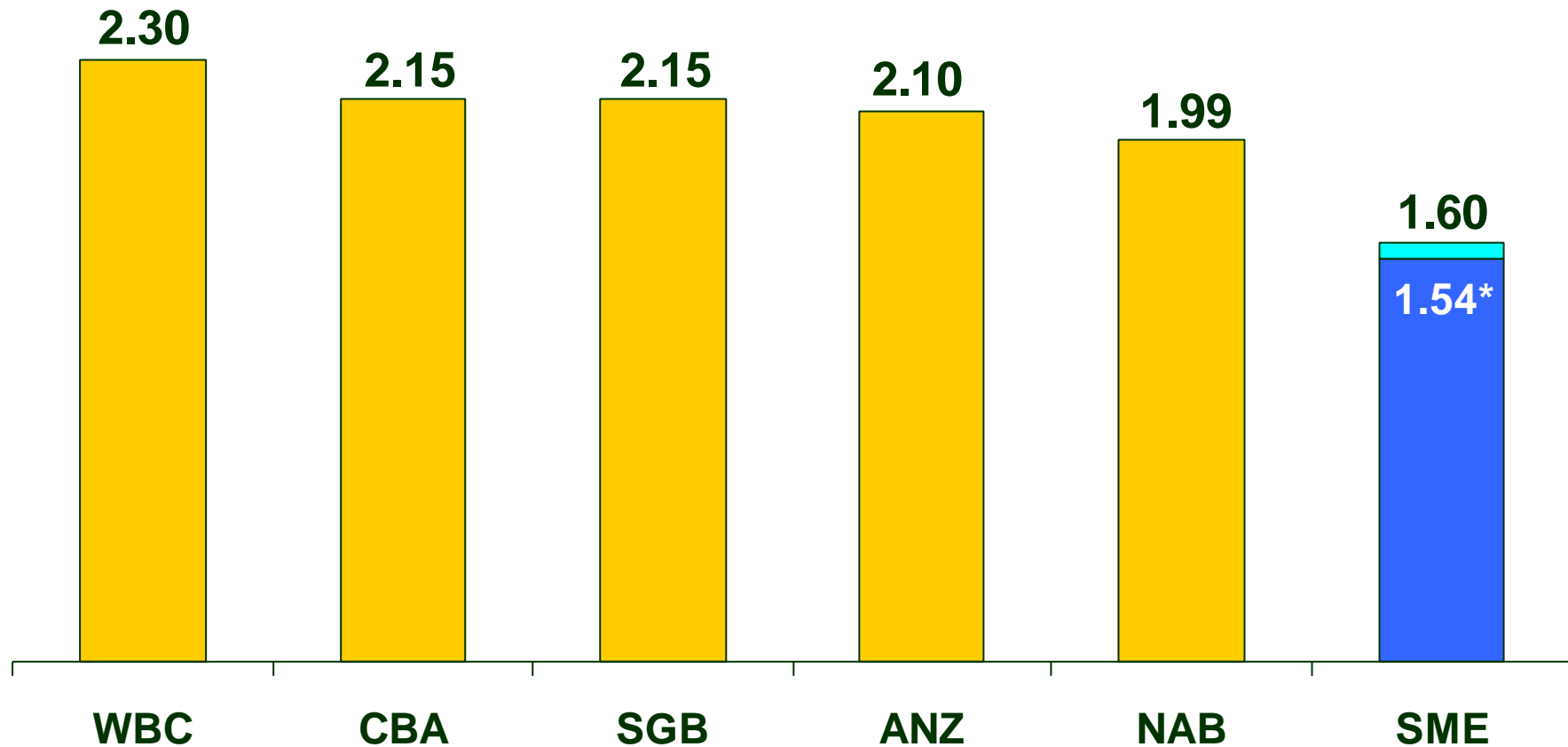


(Latest published figures. SME figures are for banking only)

*Excluding one-off expenses

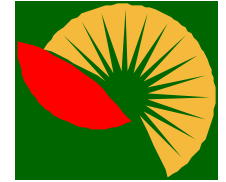


Banking cost-to-assets (%)

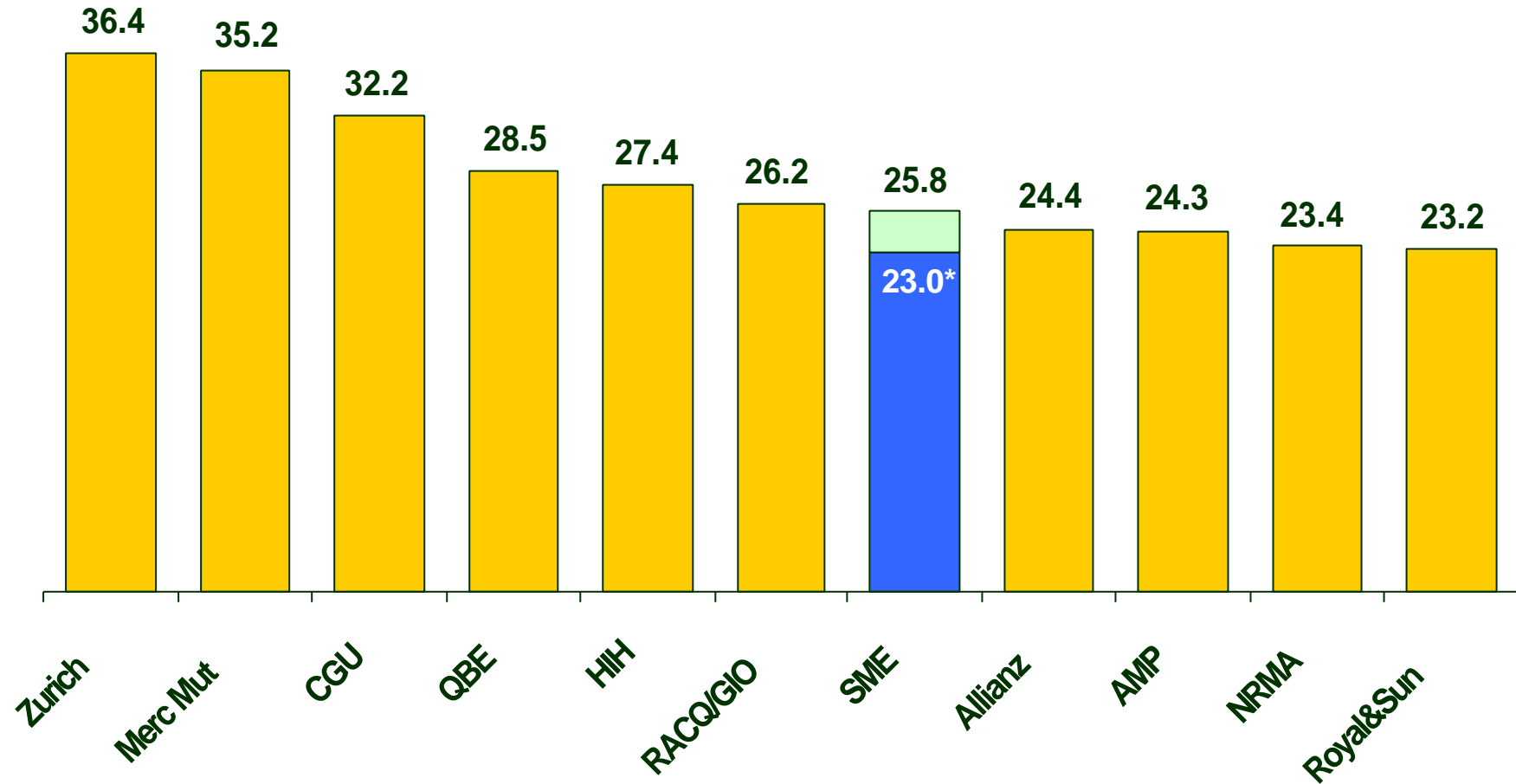


(Latest published figures. SME figures are for banking only)

*Excluding one-off expenses

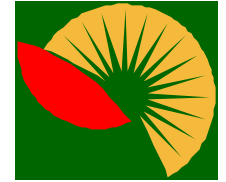


GI expense ratios (%)



KPMG Insurance Industry Survey 2000. Jun 99 figures.

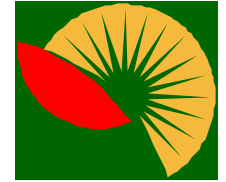
*Excluding one-off expenses



Goals Going Forward

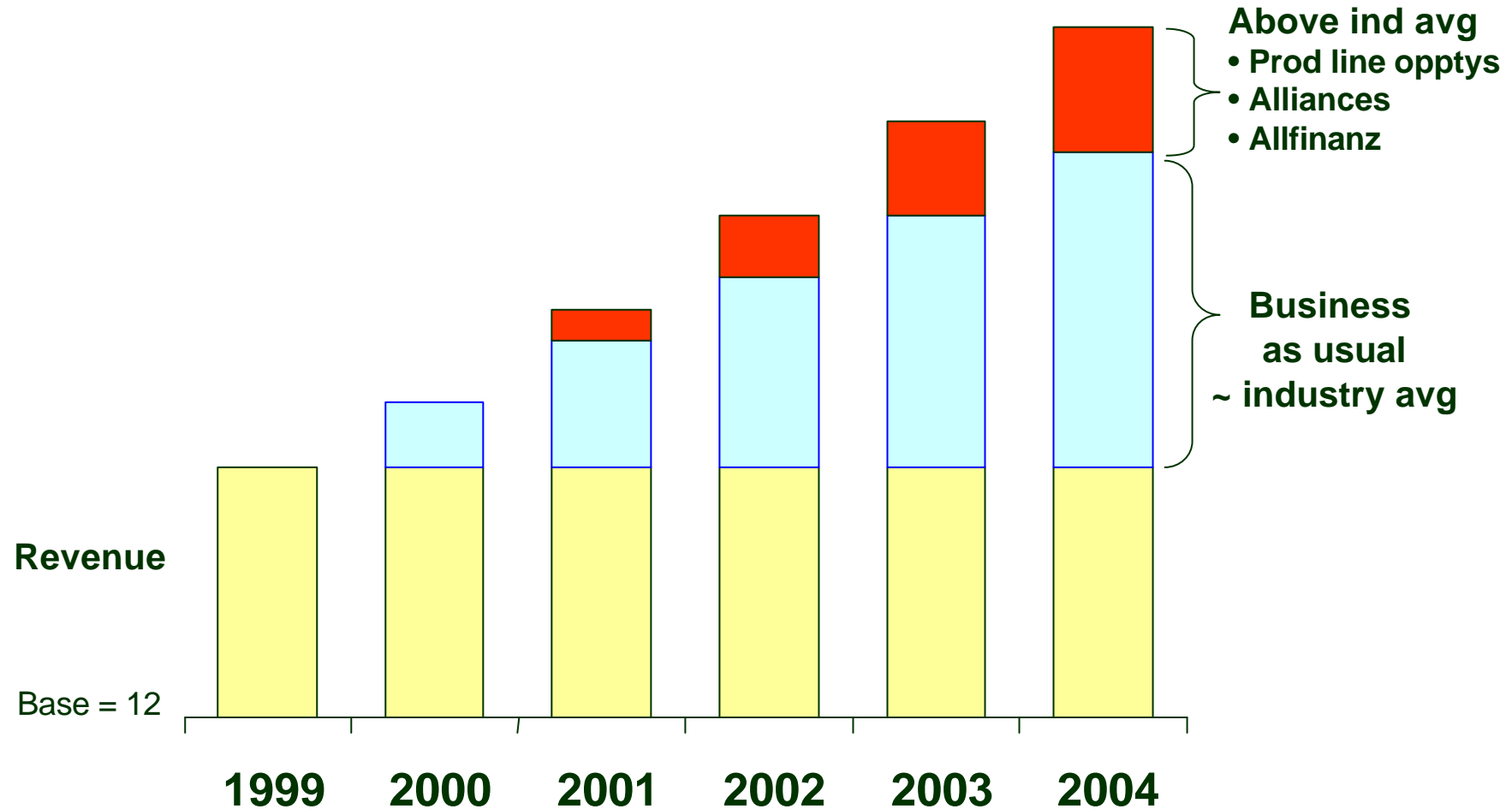
- Grow Revenue faster than industry
 - % will vary by line of business
- #1 in Customer Satisfaction in each LOB
 - killer initiatives & CVA
- Improve Productivity 5~10% p.a.
 - work outs, CI & Six Sigma
- World-Class Employee Satisfaction

ROE and EPS growth in top third of peers



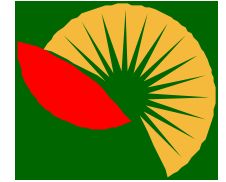
Three Avenues for Extra Growth

(Illustrative)



* Excludes CTP only customers

Avenues for Extra Growth



Product Lines

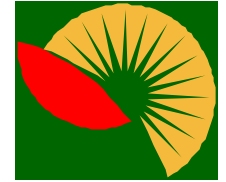
- Home and auto insurance interstate
- Investment products nationally
- Home lending interstate
- Property finance interstate
- SME banking in Qld

Alliances and Acquisitions

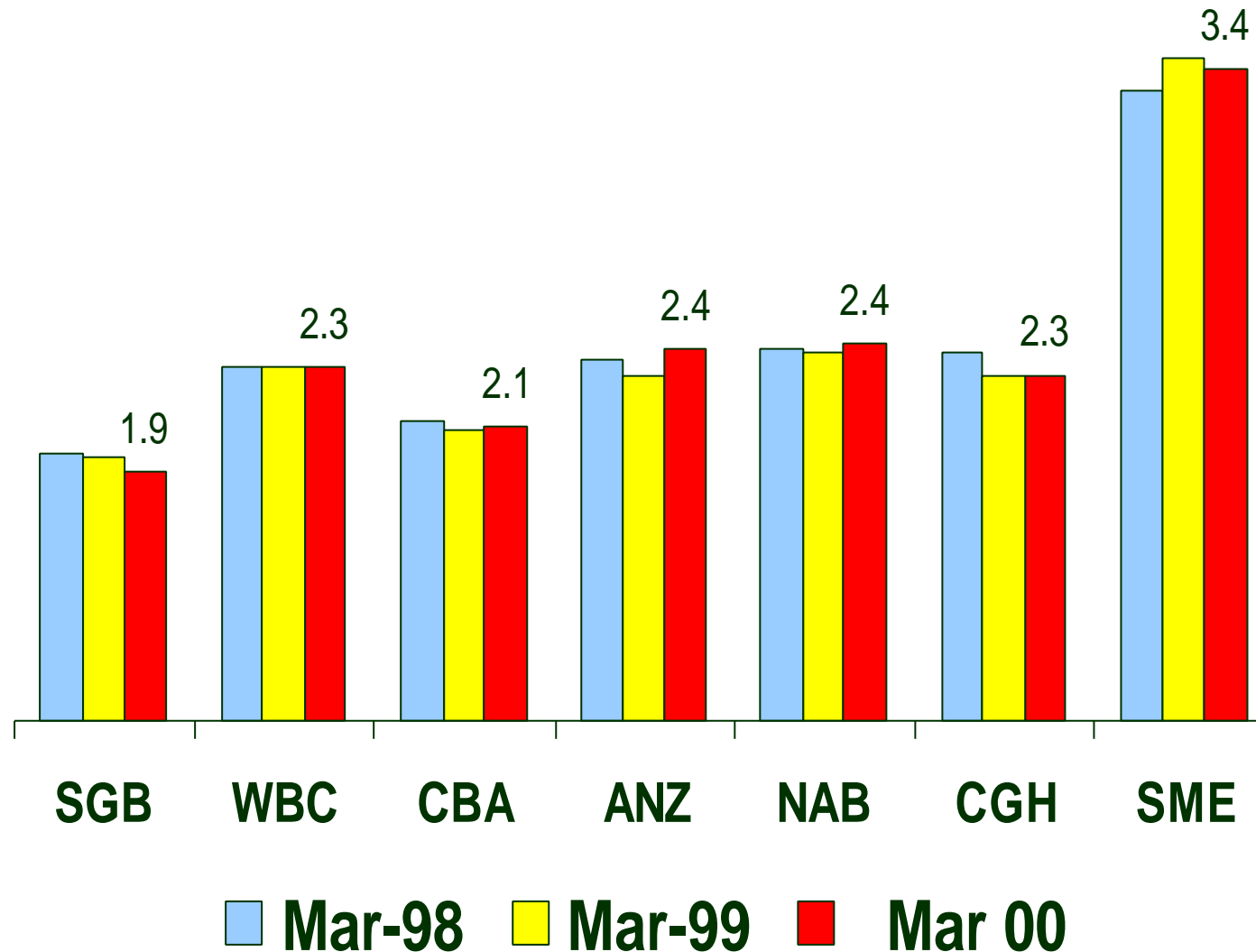
- LJ Hooker
- Pivot and Great Southern Energy
- Ongoing acquisition evaluation in all main product areas

Allfinanz

- Cross sell to 2.3 million existing customers to lift products per household



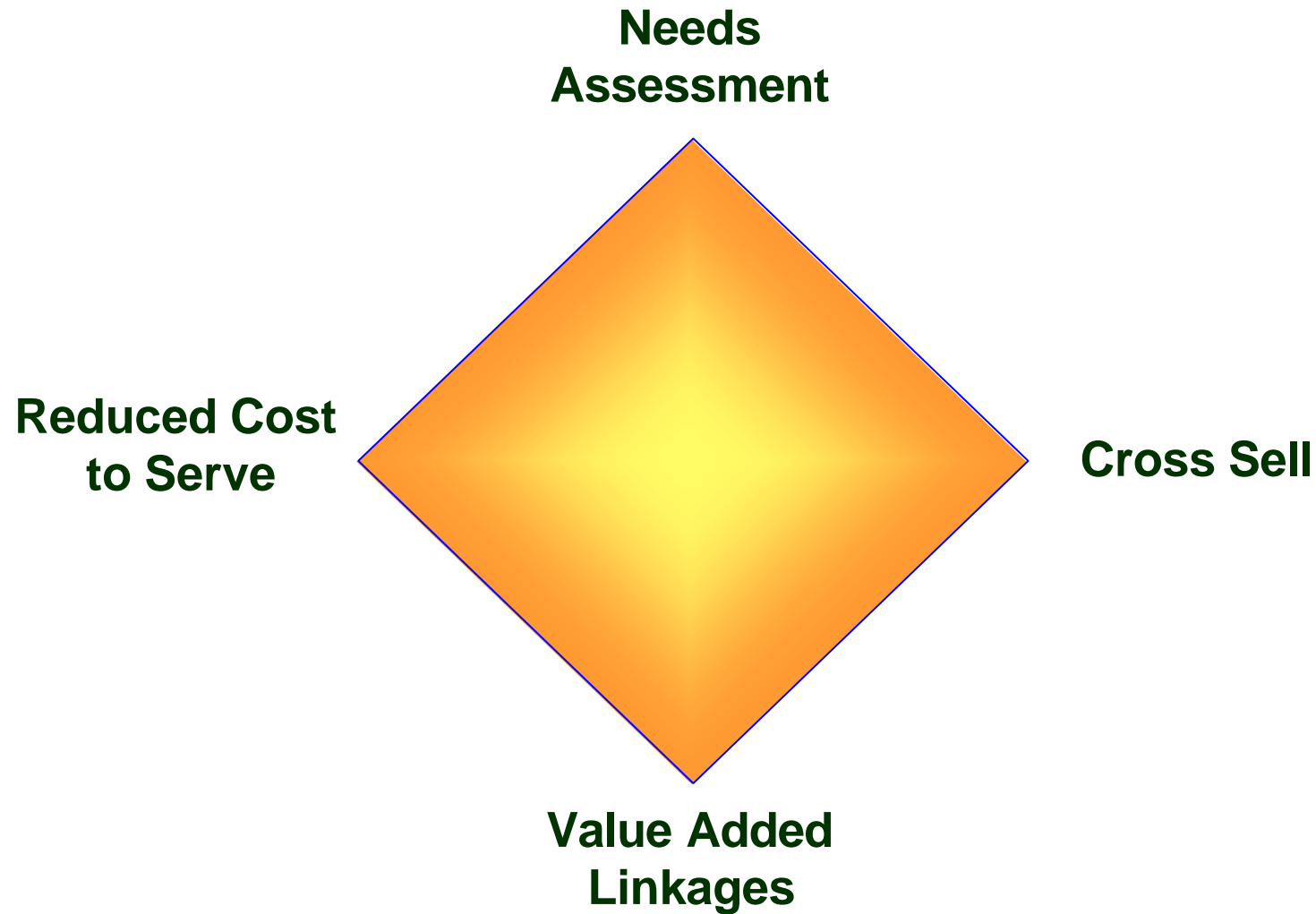
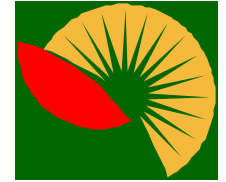
Products per MFI customer



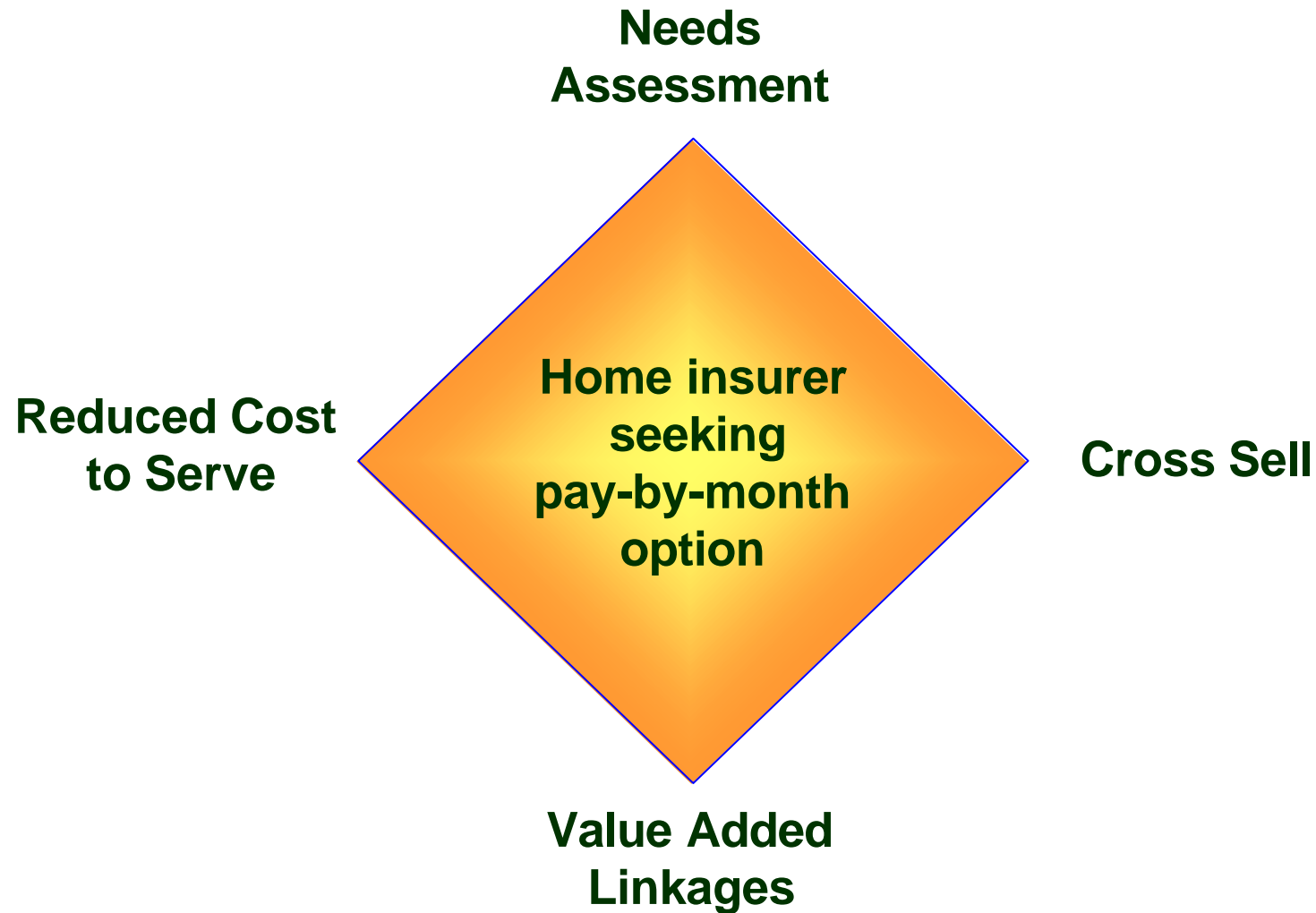
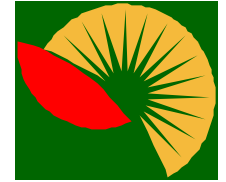
For SME,
0.1 PPH
~ \$15m
NPBT

*SGB includes Advance, Bank SA; WBC includes Bank of Melb, Challenge, AGC; ANZ includes Town & Country, Esanda; CGH includes Colonial State Bank, First State Funds Management, Prudential, Legal & General, Trust Bank; CBA excludes CGH; NAB excludes MLC.

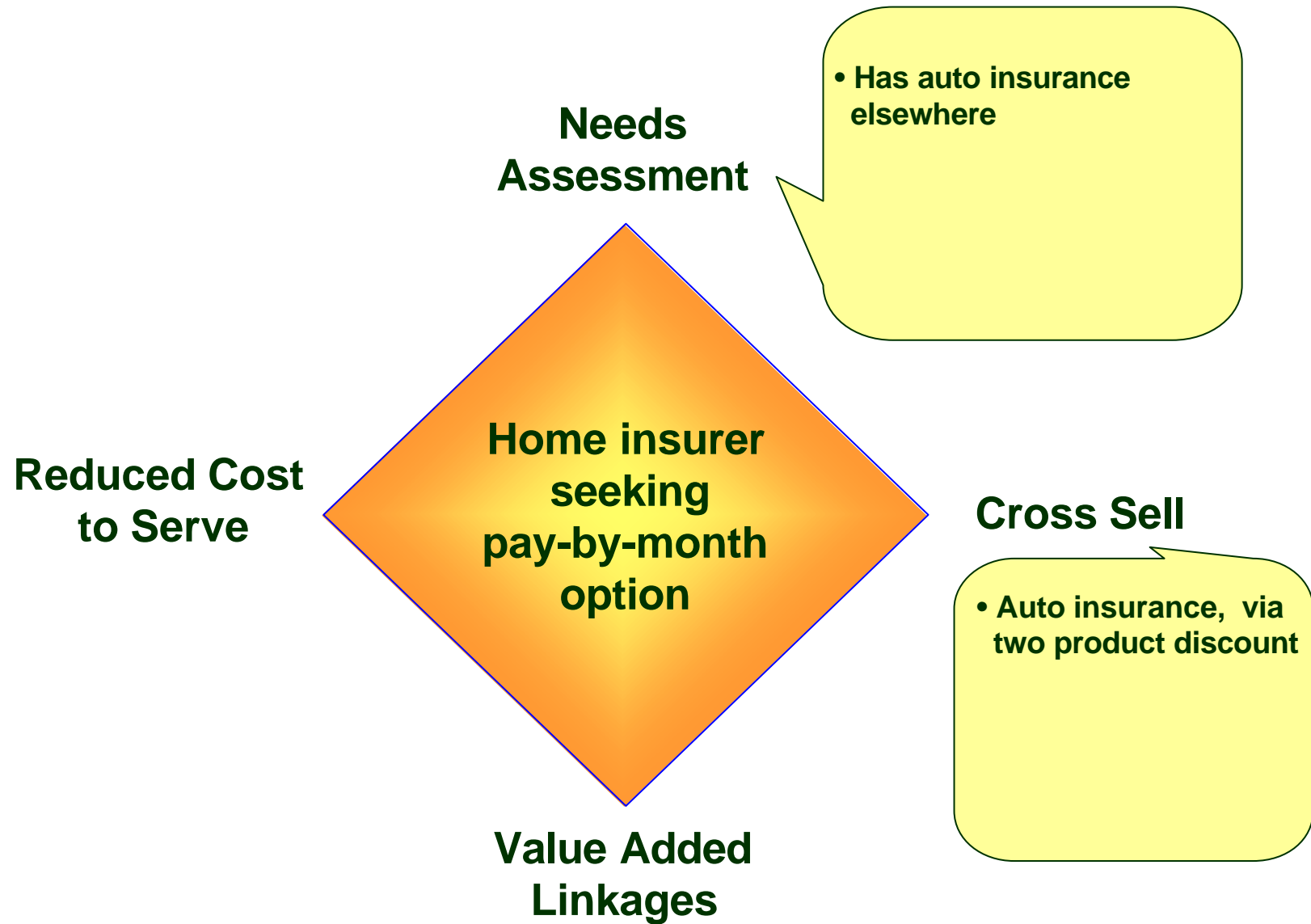
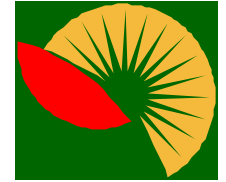
'Diamond Plus' Allfinanz



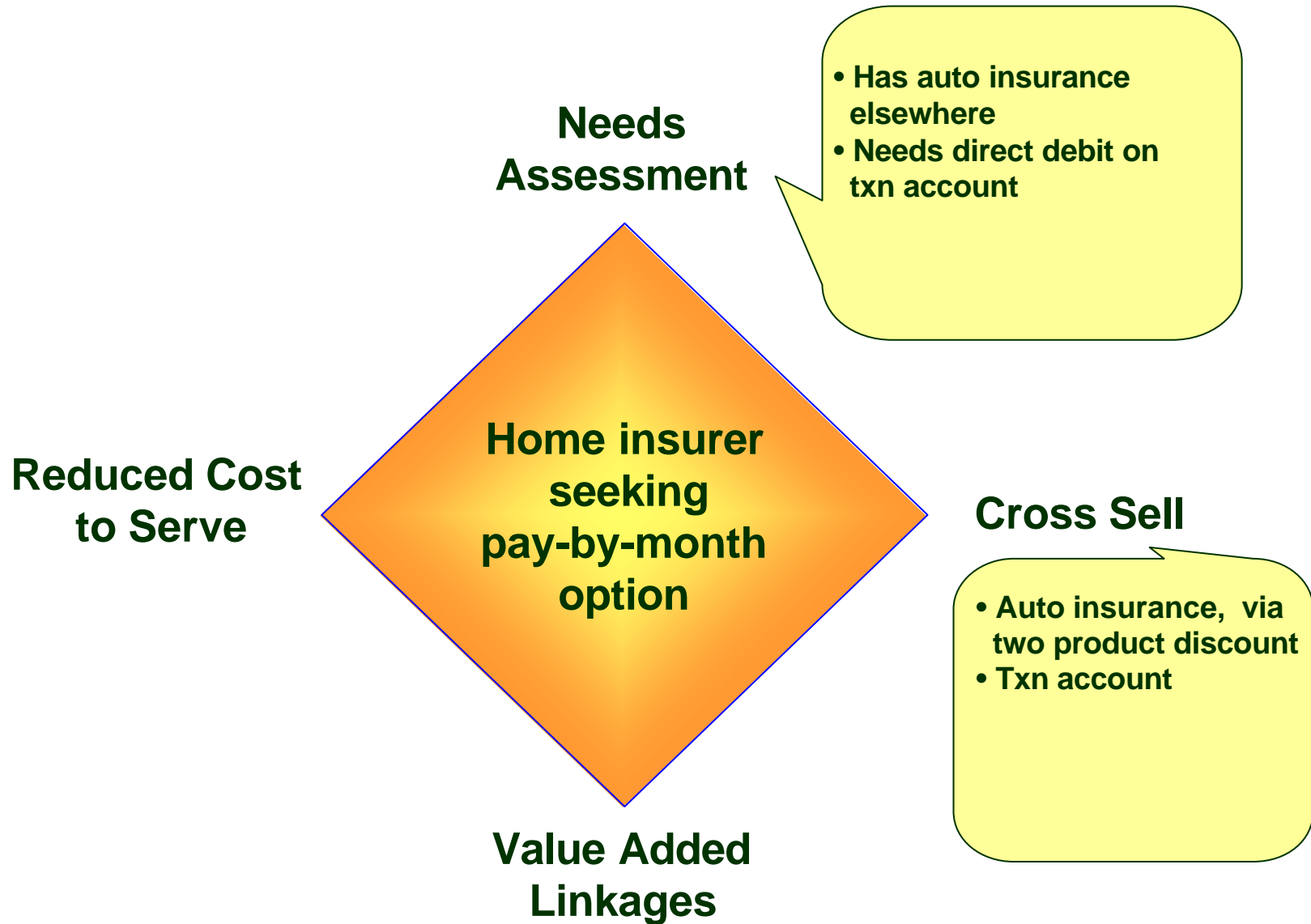
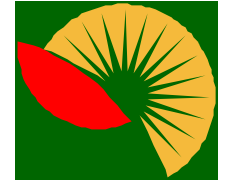
Diamond Example



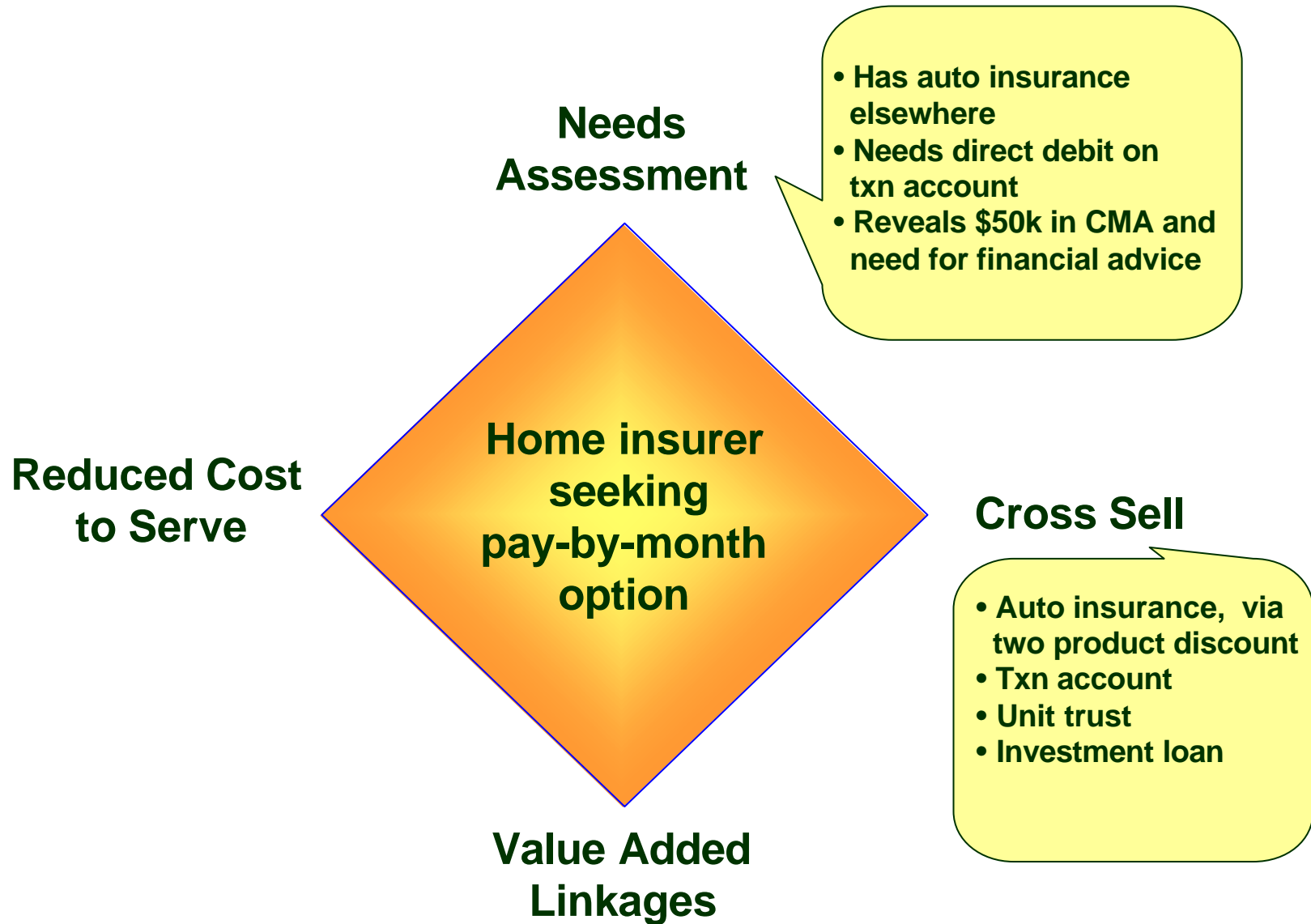
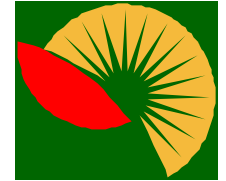
Diamond Example



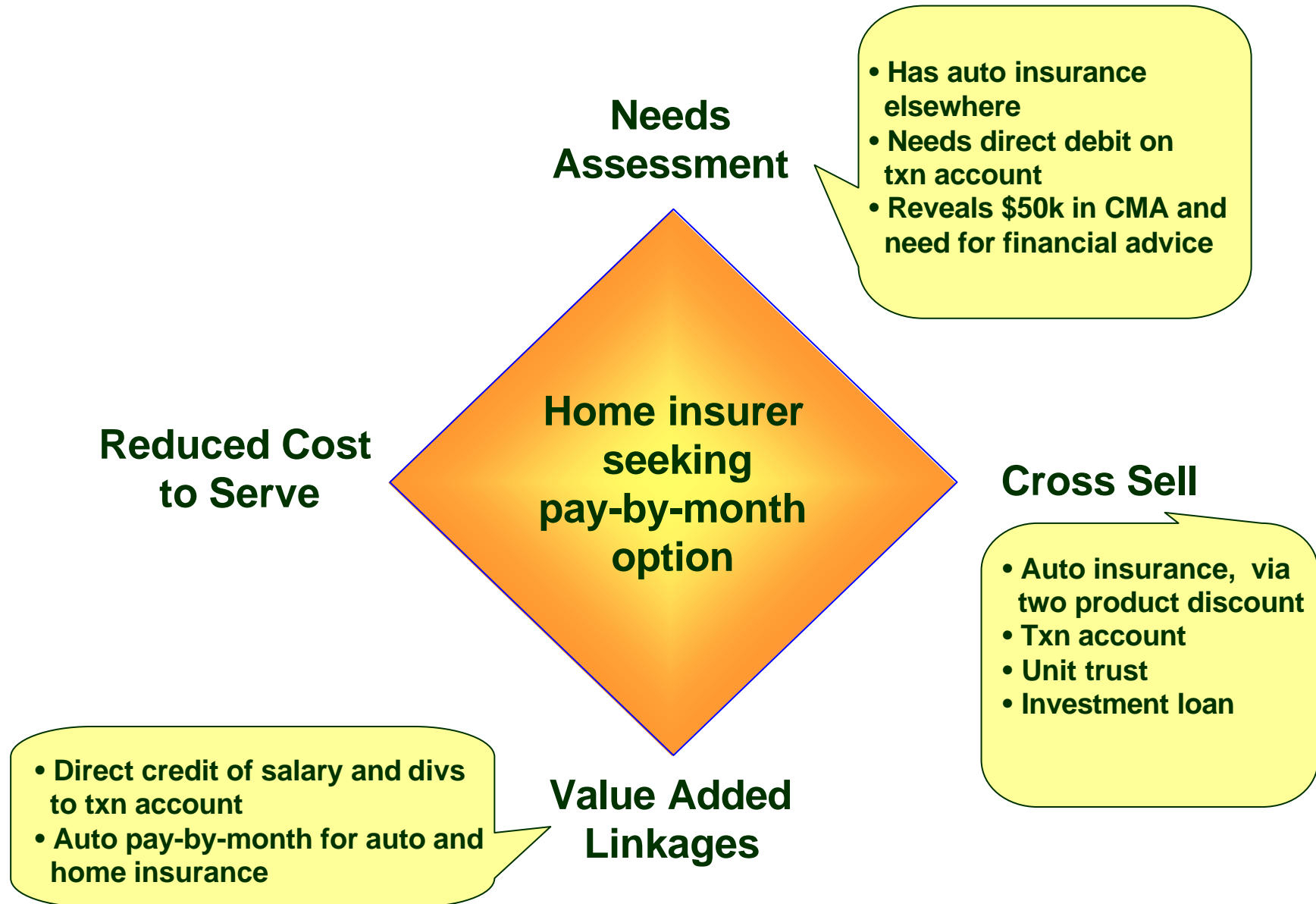
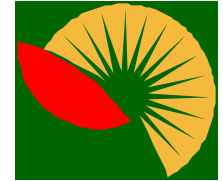
Diamond Example

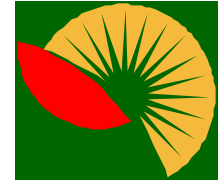


Diamond Example

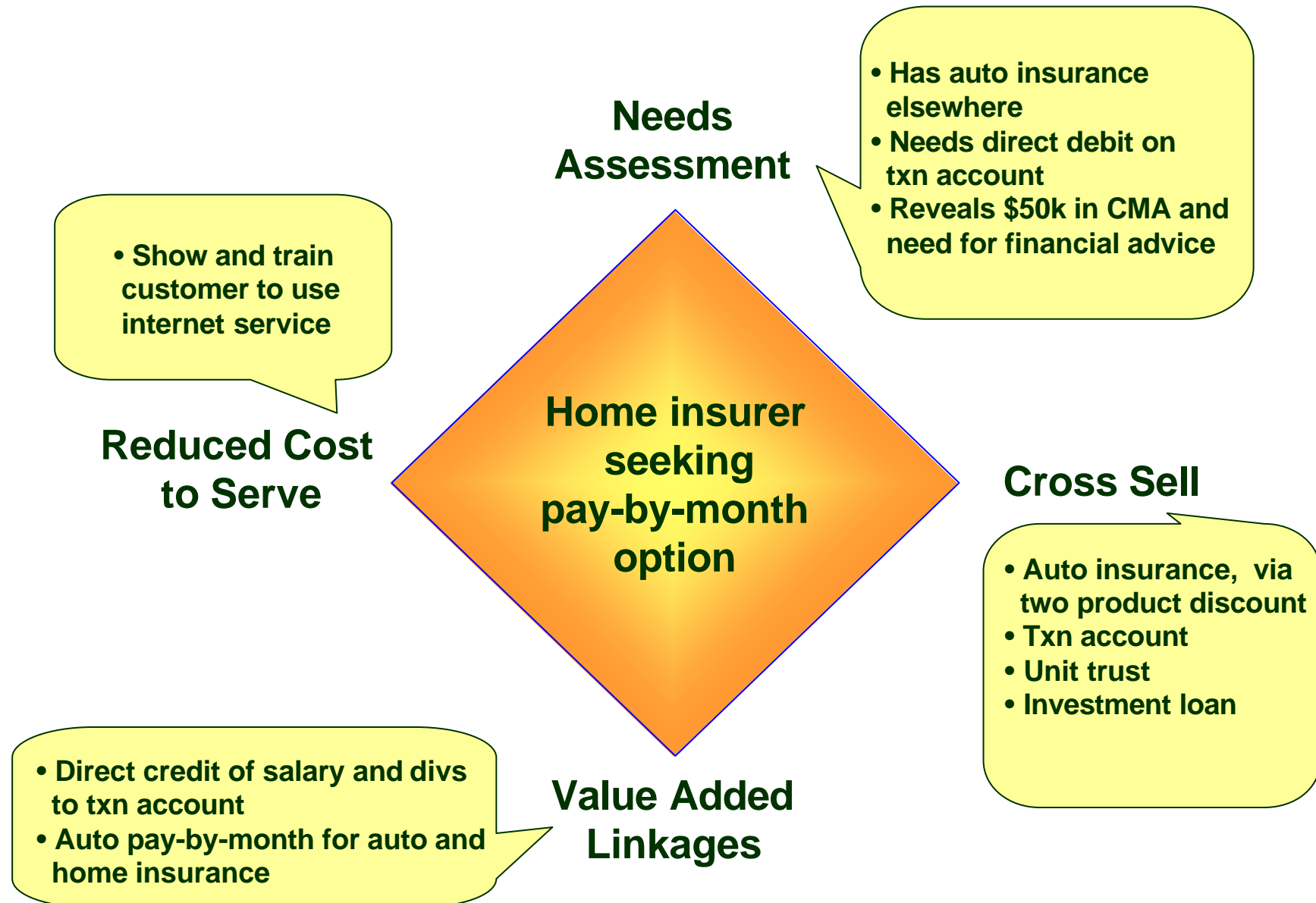


Diamond Example

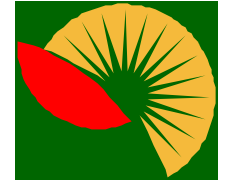




Diamond Example



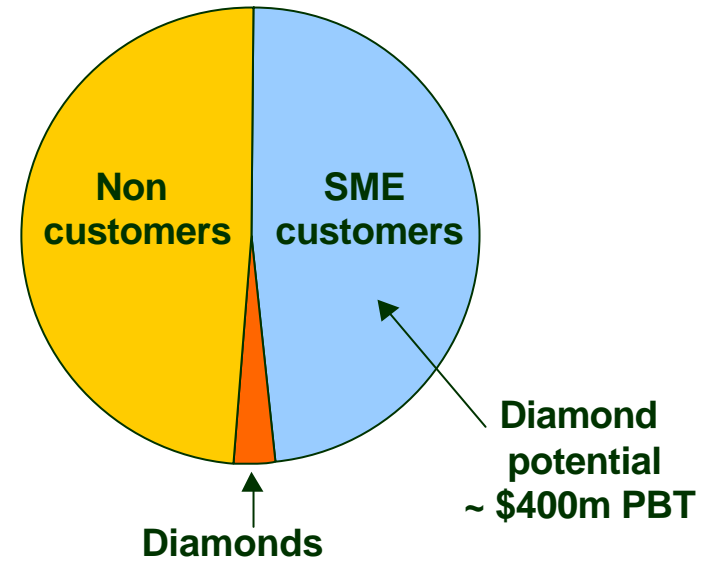
Diamond Opportunities

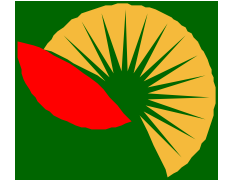


**Customer
product
cycle**



Qld households



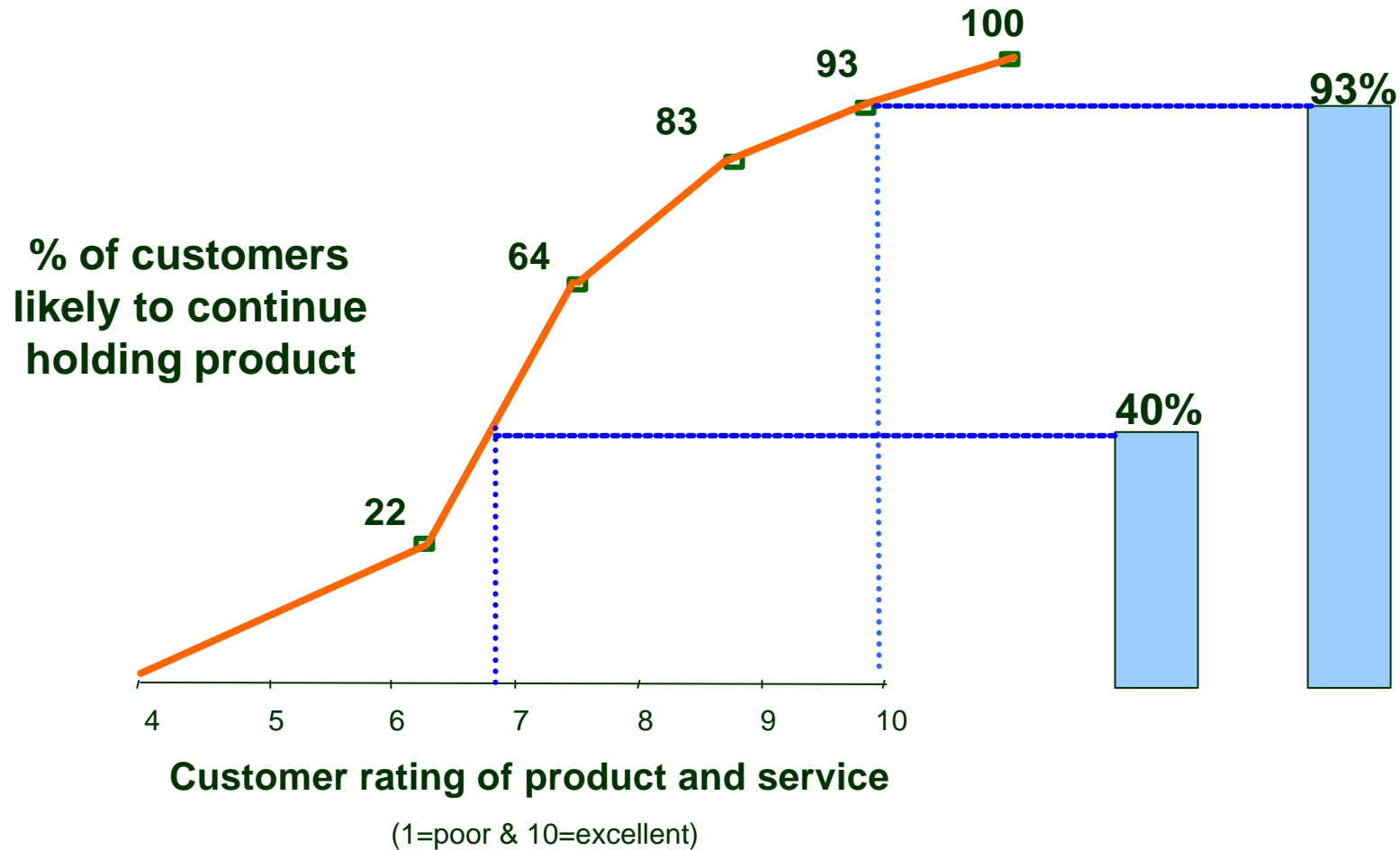
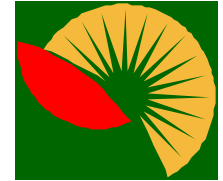


Goals Going Forward

- Grow Revenue faster than industry
 - % will vary by line of business
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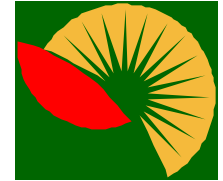
ROE and EPS growth in top third of peers

Customer satisfaction



Source: Survey of Suncorp Metway private motor insurance customers (Sept-Oct 99)

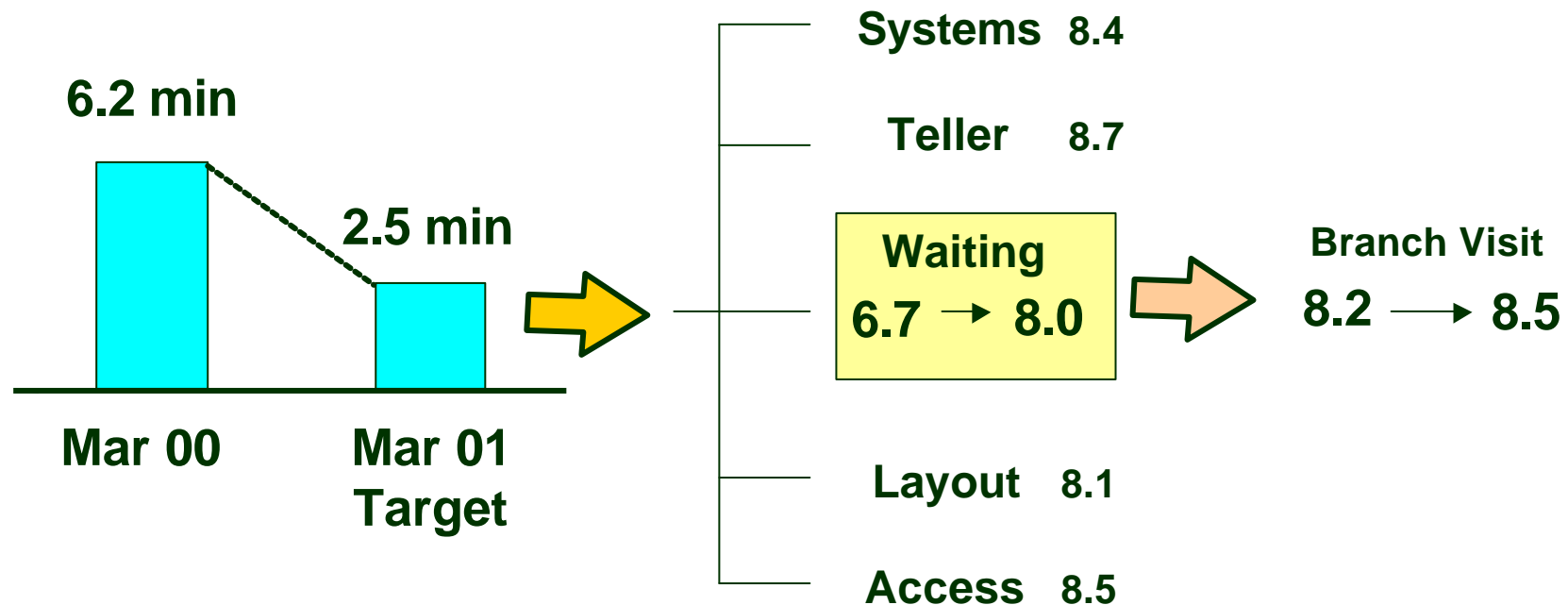
Lifting customer satisfaction



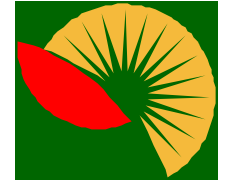
Reduced wait times

Lifts customer ratings/10

Improves overall satisfaction

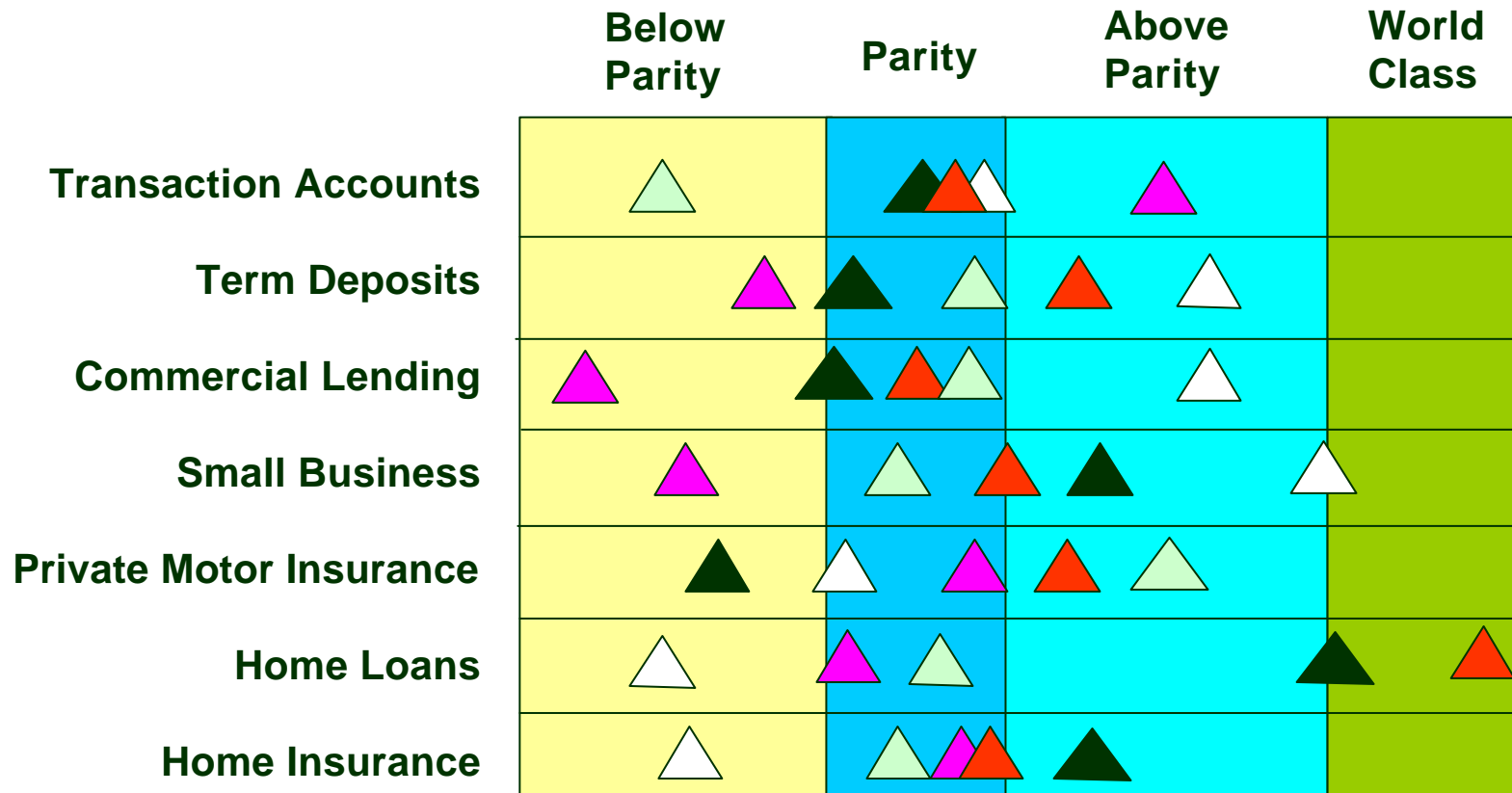


Customer satisfaction

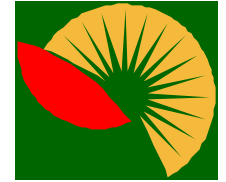


Competitors: ▲▲▲▲▲

(Illustrative)



Our aim is to be ranked #1 in our main product lines

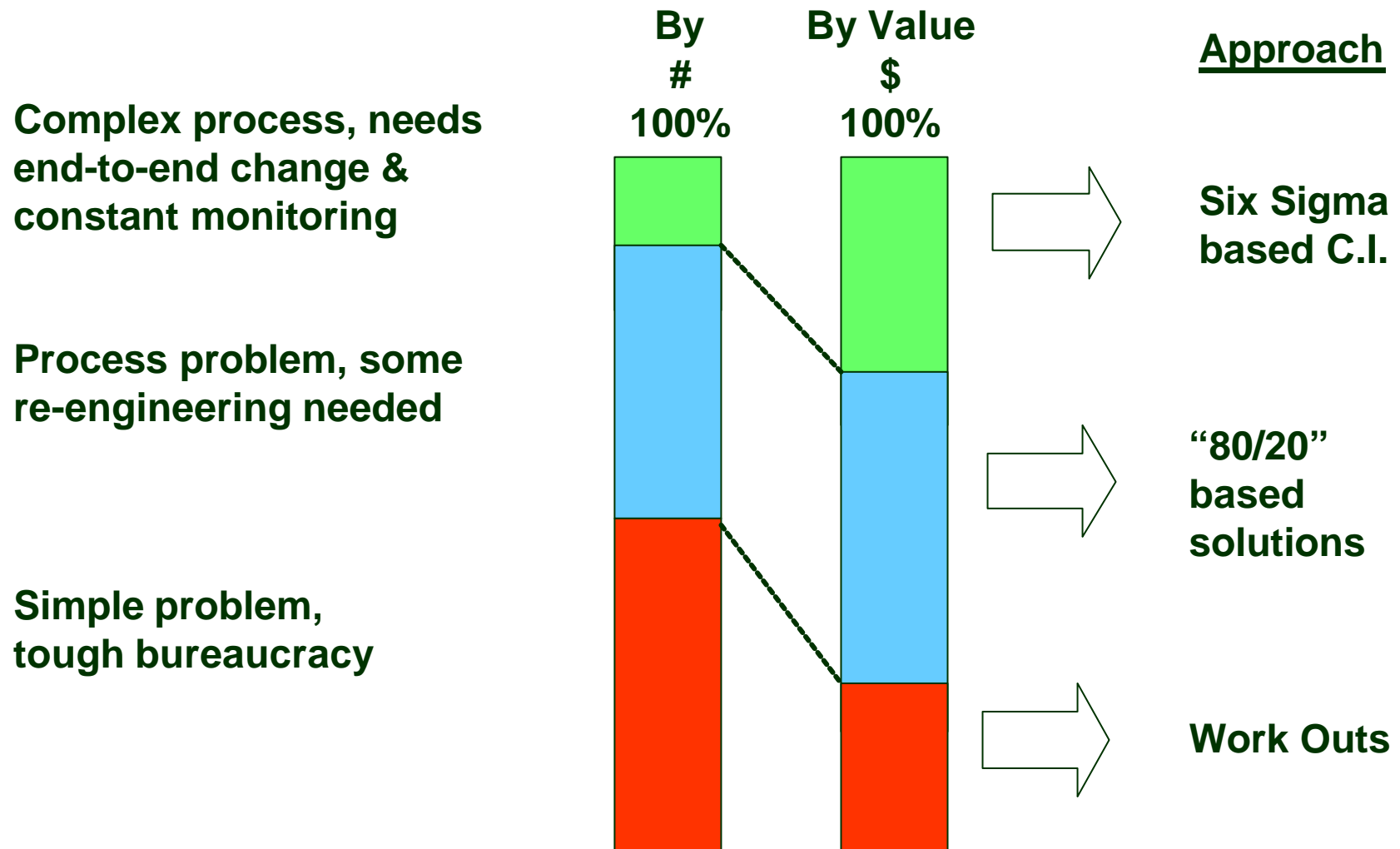
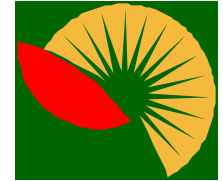


Goals Going Forward

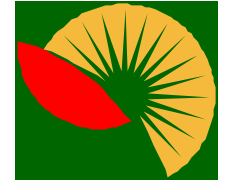
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ROE and EPS growth in top third of peers

Productivity improvement



Changes led by staff - bottom up approach

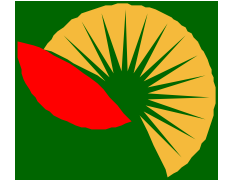


Goals Going Forward

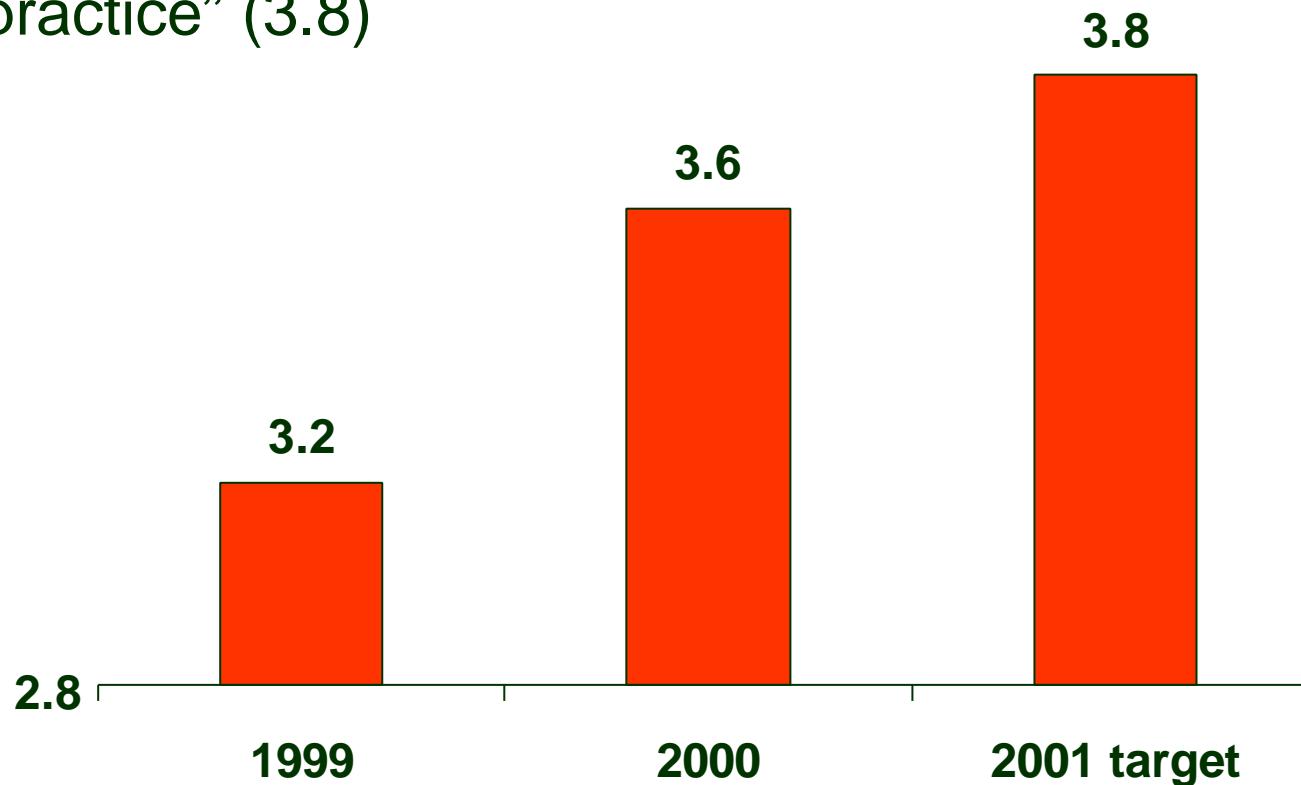
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ROE and EPS growth in top third of peers

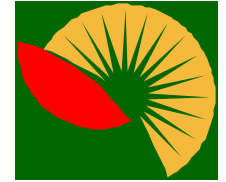
Employee Satisfaction



- Direct link to customer satisfaction
- SME target (3.5) achieved for 2000
- Target for 2001 is Australian “best practice” (3.8)



In Closing



- **Successful merger has built a strong base**
- **Significant opportunities for ‘above system’ growth**
- **Key to strategies is the execution, not the idea**
- **Proven approaches from SME merger & industry being applied**