

Suncorp

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9 October 2013

**One Company
Many Brands**



Suncorp Group

Leading financial services brands in Australia and New Zealand

Top 20 ASX listed company

\$17.0 billion market capitalisation at 8 Oct 2013

\$95.9 billion in group assets

15,000 employees in Australia and New Zealand

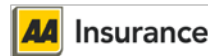
9 million customers

End to end ownership of brands

AAMI



bingle
.com.au



SUNCORP BANK

Asteron
Life

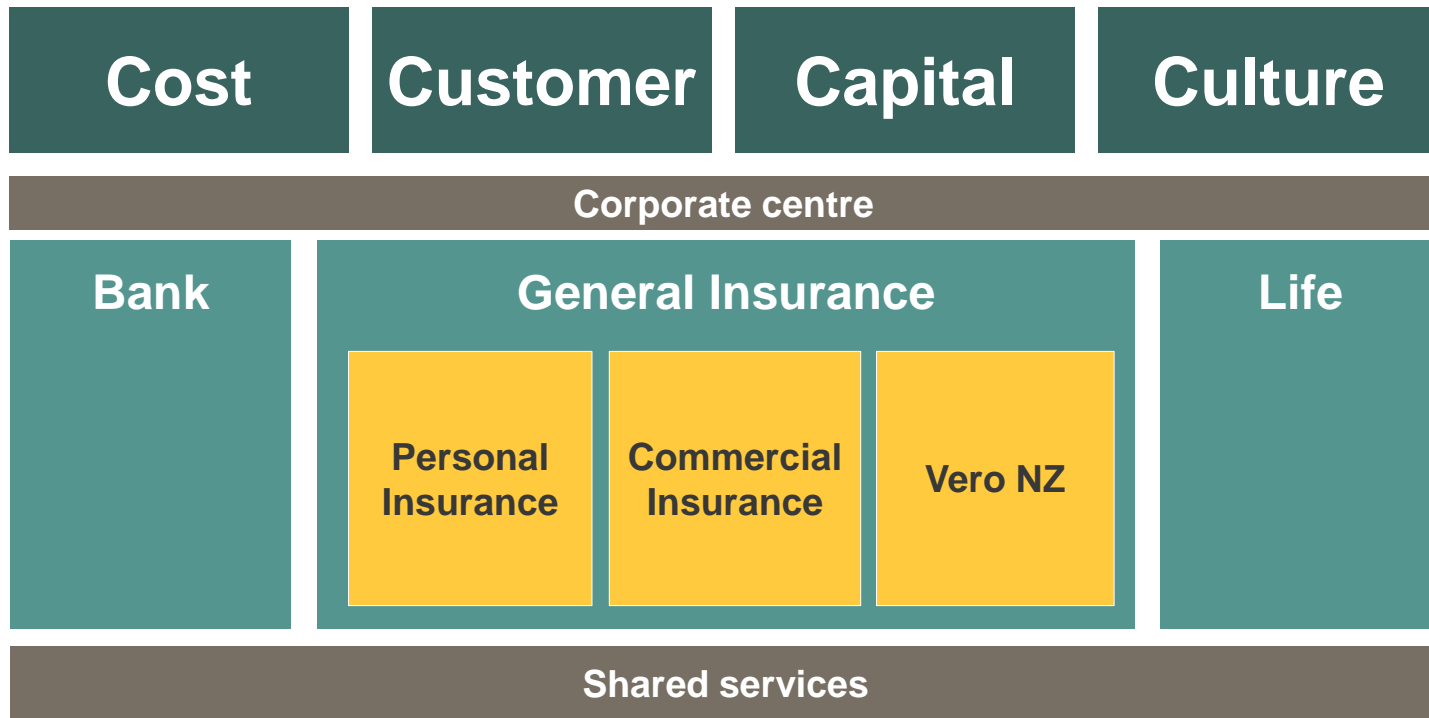
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Suncorp Group business model

Leveraging the Group's strategic assets

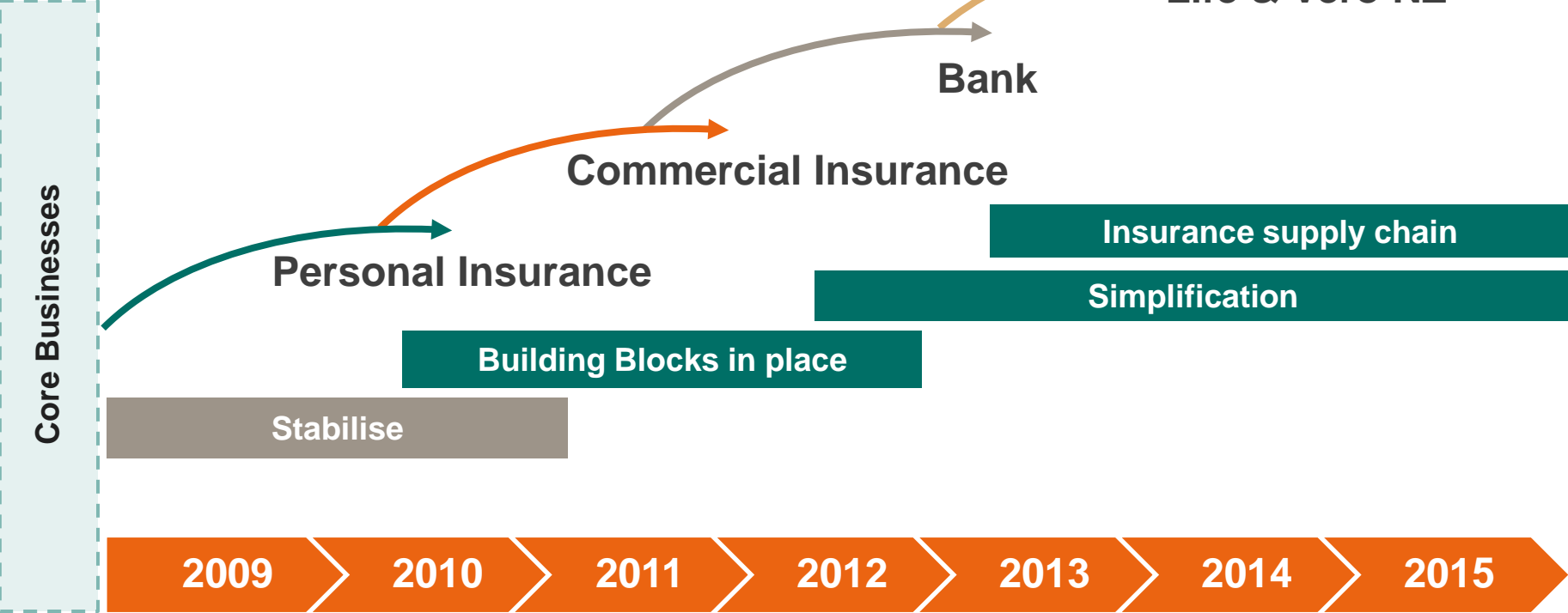
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Drive Group competitive advantage



Strengthen the core business

Suncorp transformation

More gas in the tank



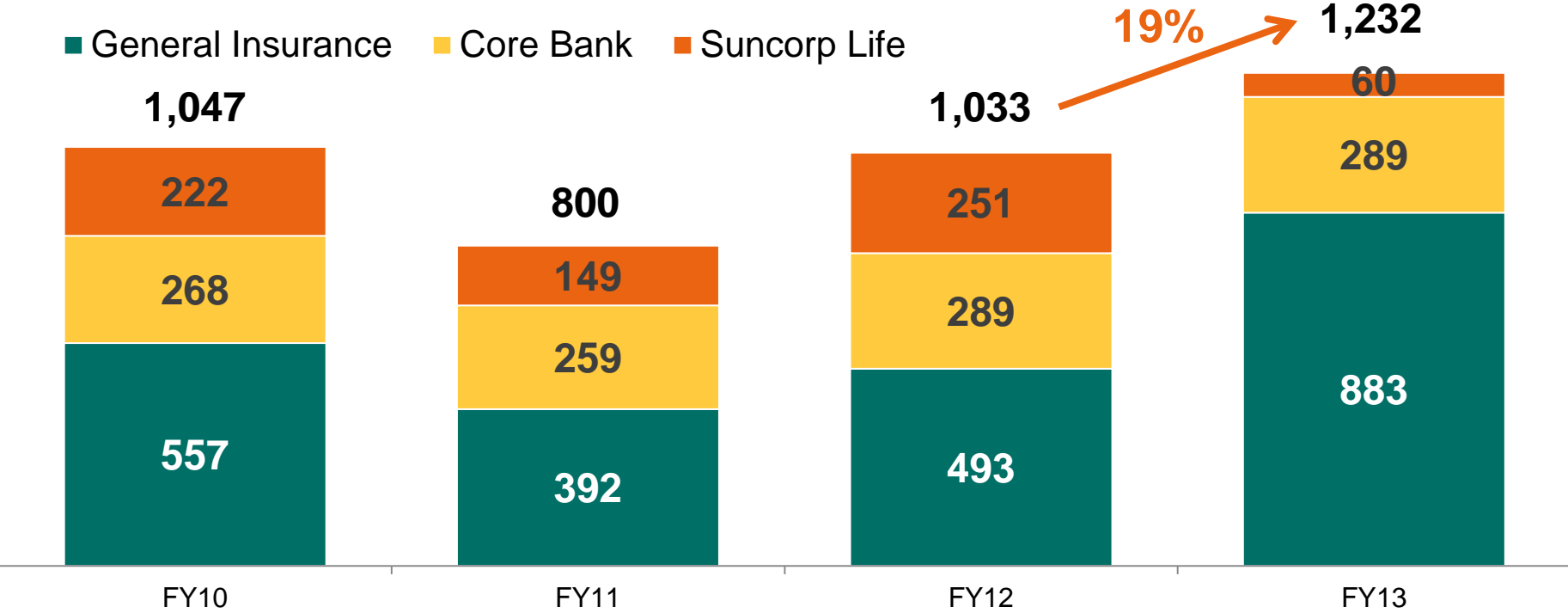
FY13 result overview

	FY13	FY12	%Δ
General Insurance NPAT	883	493	79.1
Core Bank NPAT	289	289	-
Suncorp Life NPAT	60	251	(76.1)
Core Business lines NPAT	1,232	1,033	19.3
Non-core Bank	(632)	(263)	n/a
Other profit and acquisition amortisation	(109)	(46)	n/a
Net Profit After Tax	491	724	(32.2)

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Core business profitability

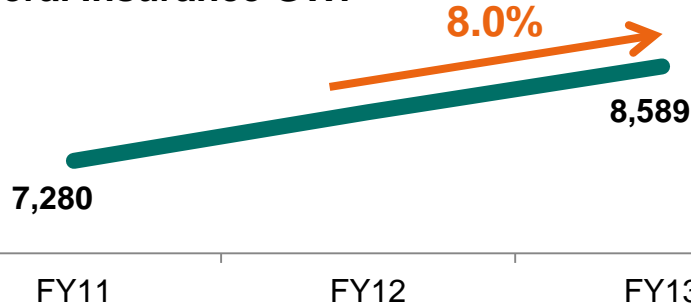
Improved earnings (Profit after tax \$m)



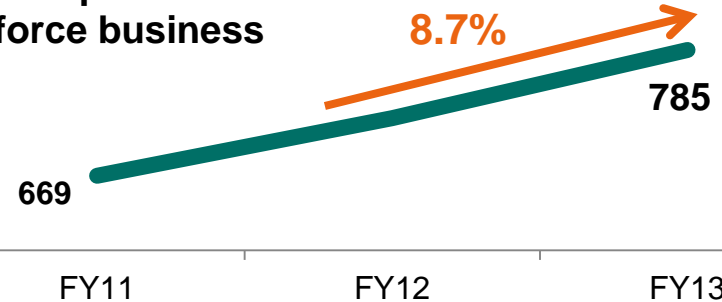
Top line growth

Growth across all three business lines (\$m)

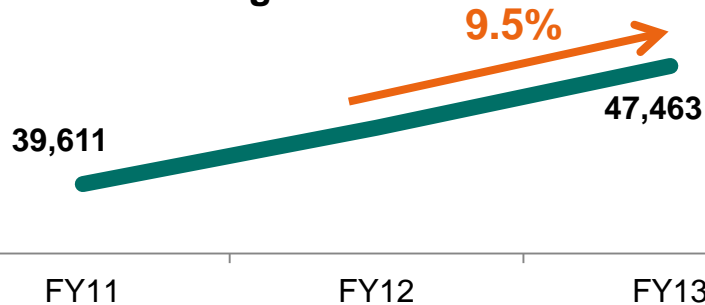
General Insurance GWP



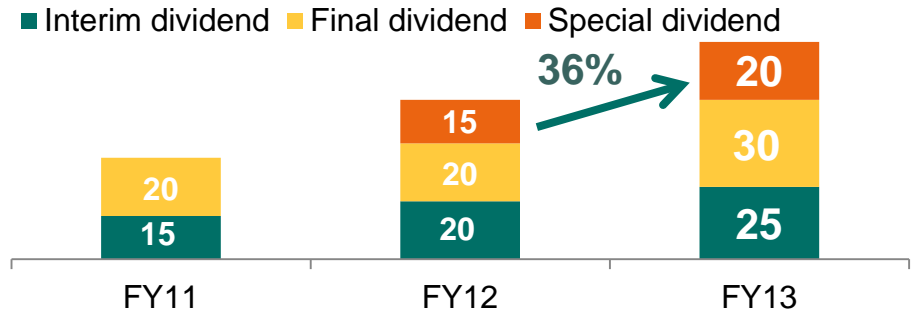
Suncorp Life individual in-force business



Core Bank lending assets



Shareholder returns (cps)



Key commitments

One Company. Many Brands

- 1 Group growth of 7% to 9% per annum over the next two years
- 2 Simplification benefits of \$225 million in the 2015 financial year
- 3 'Meet or beat' an underlying ITR of 12% through the cycle
- 4 60% to 80% dividend payout ratio
- 5 Continue to return surplus capital
- 6 Group ROE of at least 10% in the 2015 financial year

Suncorp's shareholder focus

Yield

- Dividend payout ratio of 60% to 80%
- Return surplus capital
- Organic strategy
- Focus exclusively in Australia and New Zealand
- Growth in low risk market segments
- 275 million franking credits



Growth

- 7% to 9% per annum growth across the business lines
- Leverage the Group's 9 million customers
- Multi-brand, multi-channel approach
- Simplification benefits

Suncorp Claims Management

How we've been managing Queensland events

CUSTOMER RESPONSE
TEAM



One team - 2,500 people across Claims

First Response trained staff – Across Personal Insurance

One claims system – fully integrated mobile lodgement

One Procurement Model - \$5b spend

National Assessing Team – 400 Trade Qualified

VISA Prepaid Cards – fast customer access to funds

<\$10,000 claims – focus on faster settlement

TC Yasi 2011 vs. TC Oswald 2013 - Nearly 50% faster settlement

Reduced claims cost and improved customer satisfaction

General Insurance Supply Chain

Better outcomes for customers and shareholders

Capital S.M.A.R.T.

- 23 sites across the country
- 120,000 cars repaired per year
- \$400 average cost saving per car

Q-Plus

- 50% of Sydney metro heavy repairs
- 150 cars per week
- \$500 average cost saving per car

Supply chain optimisation

Parts joint venture

- Scale benefits
- Reduced costs
- Faster turnaround

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Q&A session

Important disclaimer

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This report should be read in conjunction with all other information concerning Suncorp filed with the Australian Securities Exchange (ASX).

The information in this report is for general information only. To the extent that the information may constitute forward-looking statements, the information reflects Suncorp's intent, belief or current expectations with respect to our 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.

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).

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