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Suncorp Bank committed to recovery in flood affected South West Queensland

Suncorp Bank is committed to getting South West Queensland back on its feet and is offering assistance to customers in flood affected regions with a comprehensive hardship relief package and specialist on-ground support.

Suncorp Bank Regional General Manager Jim Curtis said the Bank would remain fully behind customers as they continued to deal with, and recover from, what has been a truly testing time for the region.

“We’re here to help and are doing everything we can to assist our customers and communities as we move in to recovery and rebuilding phase,” said Mr Curtis.

“Suncorp has a long history dating back to 1902 and has been supporting its customers through major weather events like these for more than 100 years.

“As Australia’s largest insurer and fifth largest listed bank, we are accustomed to supporting and responding to customers in circumstances such as this, while protecting our own business through reinsurance arrangements.

“We’re well equipped to help our personal, business and agribusiness customers through this flood crisis.

“We’re offering a comprehensive **Financial Relief Package** to impacted customers, with the opportunity to defer loan repayments, vary loan arrangements, have early withdrawal fees from term deposits waived, receive credit card repayment relief and access other financing options to help customers manage through this extreme event.

“We have a dedicated **Hardship Response Team** in place and they can be contacted on **1800 225 223**. I would urge any of our customers facing financial hardship to get in touch with us on this number.

“We have mobilised a **Specialist Flood Relief Business Banking and Agribusiness Team** to be on the ground in affected areas to work with local Suncorp teams and their customers.

“As affected customers are able to get back to their properties and assess the situation over the coming weeks, this team will be available to work through the customer’s needs, identify appropriate proposals and provide approvals as quickly as possible.

“We’re providing customers with information on how to access government grants and support being offered by authorities and community support groups.

“Suncorp Bank customers and staff have donated more than \$1m towards the Premier’s Flood Relief Appeal, which is an outstanding effort.”

ENDS

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About Suncorp's flood assistance program

Suncorp Bank is offering the following financial relief assistance to impacted customers:

- An opportunity to suspend home loan repayments for a period.
- Loan variations for residential, personal, business and agricultural customers without the cost of most bank fees.
- Waived early withdrawal fees for those clients wishing to withdraw from term deposits.
- Credit card repayment relief where necessary.
- An opportunity to defer up to three monthly repayments on equipment finance facilities.
- Waived merchant rental fees for a period.

The Bank has set up a Hardship Response Team to deal with these enquiries - 1800 225 223

Agribusiness and commercial customers can direct all financial hardship requests firstly to the Relationship Manager. The Suncorp Bank Call Centre is the backup point of contact on **13 11 75**.

Any other urgent banking enquiries can be directed to the Call Centre on 13 11 75.

Suncorp Insurance Claims

Suncorp Insurance customers can call Suncorp's claims line on **13 25 24** for assistance and to lodge their claims.

For tips on how to process your flood insurance claim faster www.suncorpflood.com.au

About Suncorp:

Suncorp is one of Australia and New Zealand's largest diversified financial services providers, supplying banking, insurance and wealth management products to around 7 million customers through well-established and recognised brands such as AAMI, APIA, Shannons, Vero and Asteron, as well as Suncorp and GIO. Today Suncorp is Australia's fifth largest bank and Australia's largest insurer, with over 16,000 staff. Suncorp has representation in 450 offices, branches and agencies throughout Australia and New Zealand.