

31 January 2013

Suncorp Bank welcomes improved Code of Banking Practice

Australia's leading regional bank, Suncorp Bank, today welcomed the improved Code of Banking Practice issued by the Australian Bankers' Association (ABA).

The Code sets out the standards customers can expect from their bank in the areas of transparency, accountability, fairness and behaviour.

Suncorp Bank Chief Executive Officer David Foster said the revised code offered improved rights for banking customers and would be adopted by Suncorp Bank.

"Suncorp Bank is committed to supporting all of its personal and business banking customers and endorses measures that improve standards, clarity and assistance for customers," Mr Foster said.

"The Code of Banking Practice forms an important guide for the way we conduct business with our customers and we take this responsibility very seriously."

Suncorp Bank is confident it will comply with the provisions outlined in the new Code as required by 1 February 2014.

The revised Code of Banking Practice can be found on the ABA website:

www.bankers.asn.au

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About Suncorp:

Suncorp Group includes leading general insurance, banking, life insurance, superannuation and investment brands in Australia and New Zealand. The Group has around 16,000 employees and relationships with nine million customers. It is a Top 25 ASX listed company with over \$96 billion in assets. Today Suncorp is Australia's leading regional bank, largest domestic general insurance group, and second largest in New Zealand and has representation in 450 offices, branches and agencies throughout Australia and New Zealand.