



Financial Inclusion  
Action Plan  
2017 – 2019

—  
*Create a better today*

## STATEMENT FROM MICHAEL CAMERON, SUNCORP CEO & MANAGING DIRECTOR



Suncorp is proud to be one of 12 innovative companies participating in the Financial Inclusion Action Plan (FIAP) program, which seeks to help Australians who are at risk as a result of exclusion from access to financial services. Our goal is to provide solutions that create value for all of our customers and we are ideally placed to drive positive change to tackle this important economic and social issue.

Meeting the needs of people who are vulnerable, experiencing financial hardship or from diverse backgrounds is a concept that is already ingrained in our organisation. Suncorp has a track record of successfully partnering with community groups, our industry and other stakeholders to improve access to suitable and affordable financial services.

We are proud to offer both insurance and banking products specifically designed for disadvantaged and low income families. Our award-winning *Essentials by AAI* ensures people on low incomes have access to affordable insurance and our *Everyday Essentials Bank Account* is designed to help those in need.

We have developed the Suncorp FIAP to further improve and extend our current practices around financial inclusion, and build the financial resilience and wellbeing of everyday Australians.

Implementing this Plan is a great opportunity for our people to use their passion for helping customers during life's critical decisions and challenges, and to contribute in a meaningful way to the financial wellbeing of all Australians.

The FIAP program is a significant cross-sector effort and I would like to acknowledge the FIAP Partnership Group – Good Shepherd Microfinance, Ernst & Young, the Centre for Social Impact and the Australian Government – for their guidance, collaboration and ongoing support. We look forward to working with them and learning alongside the other FIAP participants as we implement our Plan. I would also like to recognise the efforts of our people and the community groups who have provided valuable insight to help shape and develop our FIAP.

We have a long history of being there for our customers when it matters the most and with this FIAP we will help ensure that all Australians have access to financial services to help *Create a better today*.

A handwritten signature in black ink, appearing to be 'Michael Cameron', written in a cursive style.

Michael Cameron  
CEO & Managing Director

## ABOUT SUNCORP

Suncorp Group Limited is a top 20 ASX-listed company with \$96 billion in assets. We are a unique financial services organisation delivering highly valued banking, wealth and insurance products and services across Australia and New Zealand.

Today Suncorp employs approximately 13,500 people and meets the needs of close to 9 million customers through its trusted brands including Suncorp, AAMI, GIO, Shannons, Vero and Apia.

## SUNCORP STRATEGY

Suncorp's purpose is to *Create a better today* for all of our stakeholders including our customers, shareholders, people and communities. This means we help people live the life they want now and plan for the life they want tomorrow.

Our vision is to build the world's first financial services marketplace.

We have evolved our strategy and the way we work to create greater value for our stakeholders, while building a responsible and more resilient organisation. The Group operates as 'One Suncorp' with the customer at the heart of our business. We are committed to delivering value for all of our customers, including people who are vulnerable or in hardship, by helping them to build their financial wellbeing for today and tomorrow.

## CORPORATE RESPONSIBILITY

We take our responsibility to our stakeholders and our environment seriously. Our corporate responsibility approach centres on driving shared value for all of our stakeholders while managing the environmental, social and governance risks and opportunities that impact our economic performance and social licence to operate. We are focused on governing and reporting transparently; creating value for our customers; keeping our people safe, engaged and providing them with opportunities to succeed; and supporting our communities while minimising impacts to our environment.



## FINANCIAL INCLUSION AND WELLBEING IN AUSTRALIA

Financial inclusion means having access to suitable and affordable financial services and support. Roy Morgan research indicates as many as one in five people in Australia aged 18 and over do not have access to affordable insurance, a basic bank account or reputable credit in an emergency situation.

A number of factors contribute to an individual's level of financial inclusion and resilience, including education attainment, housing, labour force status, mental health, cultural background, gender and age. The Centre for Social Impact defines financial resilience as an individual's ability to access and draw on internal capabilities and suitable external resources and support in times of financial adversity.

The resources required to enable financial resilience include economic resources, financial products and services, financial knowledge and behaviour, and social capital. Early intervention can help prevent financial crisis for vulnerable and at-risk people by helping them remain financially included and building their financial resilience.

At Suncorp we talk about wellbeing. We want to provide our customers, our people and our communities with services, information and advice to help them make good choices and build their financial wellbeing. We want everyday people to have confidence in their ability to enjoy life today and reach their financial goals over the short and long term.

### What is financial resilience?

**Financial resilience is the ability to access and draw on internal capabilities and appropriate, acceptable and accessible external resources and support in times of financial adversity. These resources work together to enable financial resilience:**

ECONOMIC RESOURCES	FINANCIAL PRODUCTS AND SERVICES	FINANCIAL KNOWLEDGE AND BEHAVIOURS	SOCIAL CAPITAL
<ul style="list-style-type: none"> <li>Savings</li> <li>Debt management</li> <li>Ability to meet living expenses</li> <li>Ability to raise funds in an emergency</li> <li>Income level</li> </ul>	<ul style="list-style-type: none"> <li>Access to a bank account</li> <li>Access to credit and needs met</li> <li>Access to insurance and needs met</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of financial products and services</li> <li>Confidence using financial products and services</li> <li>Willingness to seek financial advice</li> <li>Proactive financial actions</li> </ul>	<ul style="list-style-type: none"> <li>Social connections</li> <li>Access to social support in times of crisis</li> <li>Access to community and government support when needed</li> </ul>

## SUNCORP'S COMMITMENT TO FINANCIAL INCLUSION

Suncorp welcomes this opportunity to develop and implement a FIAP to help people from all walks of life to live with confidence, to prosper and to protect what matters most. We are committed to meaningful action with our stakeholders, with a focus on impact measurement, reporting and learning.

### STAKEHOLDER RELATIONSHIPS

Suncorp has a responsibility to ensure everyone across society has access to suitable and affordable financial services. We will work with our stakeholders and like-minded organisations and individuals who are passionate about enhancing the financial wellbeing of everyone, and sharing value across society.



#### Customers

We will focus on current and potential customers to meet their needs and build their financial wellbeing.



#### Employees

We will build the capability of our people to meet the needs of vulnerable customers, and help our people to build their own financial resilience.



#### Community

We will work in partnership with our community to learn and build capacity together.



#### Suppliers

We will work with our suppliers to extend the impact we can have.

### IMPACT MEASUREMENT

As a leading provider of financial services, Suncorp is well positioned to facilitate greater financial inclusion across its banking and insurance services. We are committed to developing innovative, affordable and appropriate financial products, services and resources like our low-cost insurance product – *Essentials by AAI*. Additionally, we will provide the right information, advice and support to minimise hardship and improve resilience within our communities. This includes removing barriers that exclude people from having access to vital financial services and ensuring our people proactively work with our customers.

### REPORTING AND LEARNING

Suncorp will actively engage with other organisations across the FIAP community and beyond to learn and share experiences. We will collaborate with all participants to connect and learn. It will be critical to understanding the effectiveness and impacts of key initiatives in order to accelerate progress and achieve outcomes.

Suncorp will build on its annual reporting frameworks to include key financial inclusion measures that can contribute to evidence-based policies and solutions. Our goal is to empower those experiencing financial exclusion and ensure they are able to access appropriate services to build greater financial resilience.

## SUNCORP'S APPROACH TO DEVELOPING THE FIAP

### BACKGROUND

In December 2015, Suncorp was invited by the Australian Federal Government to participate in a national, cross-sector program designed to promote financial inclusion, increase financial resilience, and drive inclusive growth while reducing inequality.

Good Shepherd Microfinance was appointed to design and manage the process, Ernst & Young was engaged to provide quality assurance, and the Centre for Social Impact was selected to establish impact measures to evaluate the effectiveness of activities. Collectively, this group forms the FIAP Partnership Group.

In March 2016, Suncorp CEO and Managing Director, Michael Cameron, signed a Statement of Commitment to develop and launch a Suncorp FIAP by December 2016. We committed to create meaningful actions to promote and enable financial inclusion, establish timelines, identify target achievements, and measure and report progress through our suite of annual reporting documents.

A FIAP Community of Practice was formed between the FIAP Partnership Group and representatives from each FIAP Trailblazer organisation, with the aim of establishing best practice initiatives and shared learning experiences.

### OUR PROCESS

A Suncorp FIAP Working Group made up of delegates from across the business was established to draft and develop our FIAP. The Working Group progressed our FIAP in consultation with community organisations, external advisors and industry experts including:

- Foresters Community Finance
- RMIT University
- Legal Aid Queensland
- Kildonan Uniting Care
- Welcoming Cities
- Good Shepherd Microfinance
- Ernst & Young

The FIAP Working Group was supported by a FIAP Steering Committee who provided strategic advice and recommendations on the direction and feasibility of the Plan.

A human-centred design approach was used to understand the needs and circumstances of people at risk of financial exclusion, and the triggers that can lead to financial hardship. RMIT University was engaged to help us identify financially vulnerable population segments and highlight those most in need of support.

Suncorp's Plan aims to support people who are financially vulnerable and from culturally diverse backgrounds. We will focus on three key segments:

1. Single-parent families
2. People working and living with high financial stress
3. Migrants, refugees and humanitarian entrants.

This Plan works alongside other Suncorp initiatives that help to address issues such as community resilience, mental health, and indigenous engagement.



**The Financial Inclusion Action Plan program was established to enable organisations to contribute to inclusive growth by reducing inequalities and increasing financial inclusion and financial resilience.**

## KEY DESIGN PRINCIPLES

The FIAP Working Group agreed a number of key principles to guide our FIAP:

- ✓ **Create value for our customers:** put ourselves in the shoes of our customers to truly understand their needs and have their best interests at heart.
- ✓ **Intervene early:** focus on keeping people in the financial system and building their resilience in times of financial adversity.
- ✓ **Co-design with the community for the community:** draw on the collective knowledge, experience and insight of experts in the field to understand the needs of those at risk.
- ✓ **Leverage Suncorp's unique strengths:** harness what we do well and leverage this to make a real difference.
- ✓ **Partner for a better outcome:** partner with appropriate stakeholders to provide holistic solutions and a better customer experience and outcomes.
- ✓ **Measure effectiveness:** track the outcomes and longer term impact of our activities.
- ✓ **Contribute to Suncorp's strategic priorities:** build trust and improve customer connectedness and retention.

## SUNCORP'S OBJECTIVES

Suncorp will take a shared value approach to financial inclusion initiatives and seeks both business benefits and positive social outcomes.

For our customers, we seek to improve their financial inclusion and financial wellbeing, specifically to:

- ✓ improve our customers' economic resources
- ✓ improve our customers' access to suitable and affordable financial products and services
- ✓ build our customers' financial knowledge and behaviours
- ✓ build our customers' social capital.

For Suncorp we seek to:

- ✓ build on our customer culture and increase customer retention
- ✓ develop solutions and products for our financial services marketplace
- ✓ develop opportunities for improved customer experiences
- ✓ decrease customer and employee hardship cases
- ✓ improve the resolution of complaints
- ✓ reduce customer credit risk
- ✓ deliver on our strategic priorities to build a resilient organisation.

For our other stakeholders we seek to:

- ✓ provide opportunities for our people to make a difference
- ✓ build shared value with our suppliers
- ✓ fulfil our purpose to *Create a better today* for all stakeholders.

## SUNCORP'S ACTION AREAS

There are a number of activities that Suncorp already undertakes to promote financial inclusion and drive financial resilience. This Plan incorporates and builds on those activities across the following areas:

1. Governance and consultation: defining our approach to the development, implementation and continuous improvement of our Plan.
2. External relationship building and advocacy: leveraging our relationships and market position to advocate for financial inclusion and wellbeing.
3. Internal awareness and capability building: educating our people on financial wellbeing and building their capability to meet the needs of vulnerable customers.
4. Access to affordable products and services: improving the relevance, affordability and accessibility of our products and services for customers from vulnerable and culturally diverse backgrounds.
5. Business practice leverage: considering opportunities to improve the social outcomes of our employment, procurement and investment practices.
6. Tracking, reporting and learning: measuring and disclosing the effectiveness of our activities and learning from other participants in the program.

Suncorp's Action Areas			
1. GOVERNANCE AND CONSULTATION WITH FOCUS SEGMENTS			
2. EXTERNAL RELATIONSHIP BUILDING AND ADVOCACY	3. INTERNAL AWARENESS AND CAPABILITY BUILDING	4. ACCESS TO AFFORDABLE PRODUCTS AND SERVICES	5. BUSINESS PRACTICE LEVERAGE
Advocacy through government, media and industry relations Support collaboration across stakeholders	Education campaign Capability building	Customer experience and process improvement Financial literacy and counselling services Micro-finance propositions Micro-enterprise propositions	Employment pathways Social procurement Social impact investing
6. TRACKING, REPORTING AND LEARNING			

## ACTION AREAS AND PROGRESS TARGETS

### 1. GOVERNANCE AND CONSULTATION

Suncorp will develop authentic consultation and effective governance processes to inform and guide the development and implementation of our FIAP, with the aim of improving financial inclusion and financial wellbeing in Australia.

FIAP Action Area	Stakeholder	Committed Action Statement	Responsibility	Output	Timeframe
<b>1.1 Develop the FIAP</b>					
All areas	All stakeholders    	Actively oversee, develop, implement and monitor the FIAP.	FIAP Steering Committee and Chair	Meet quarterly to oversee development and implementation of the FIAP.	Quarterly 2017-2019
				Report annually to the Senior Leadership Team and external stakeholders on progress achieved against actions in the FIAP.	Annually 2017-2019
			FIAP Working Group	Consult with communities and people affected by financial exclusion for strategic advice and input into the development and implementation of Suncorp's FIAP.	Annually 2017-2019
				Work proactively across Suncorp to engage the business to develop and implement the FIAP.	Ongoing
<b>1.2 Promote our FIAP</b>					
All areas	All stakeholders	Communicate Suncorp's FIAP and commitment to financial wellbeing.	EGM Corporate Affairs	Publish the FIAP online and make information about its progress accessible to all stakeholders through internal and external channels.	March 2017
				Establish and monitor contact points for the FIAP work, to support consultation with stakeholders, communities and individuals.	March 2017

## 2. EXTERNAL RELATIONSHIP BUILDING AND ADVOCACY

Suncorp will build close relationships to advocate for financial inclusion and collaborate to solve nation-wide industry issues, with the aim of improving financial resilience and financial wellbeing in Australia.

FIAP Action Area	Stakeholder	Committed Action Statement	Responsibility	Output	Timeframe
<b>2.1 Leverage existing industry, media and government relationships</b>					
Capability, attitude and behaviour		Leverage Suncorp's industry, media and government relations to advocate for financial inclusion and wellbeing, and promote Suncorp's FIAP and commitment to financial wellbeing.	EGM Corporate Affairs	Develop and implement a government, industry and media stakeholder relations plan to support Suncorp's FIAP.	December 2017
<b>2.2 Support industry collaboration</b>					
Capability, attitude and behaviour		Support cross-industry collaboration on initiatives that bring together essential services providers, governments and NGO's to address national issues that affect financial wellbeing.	EGM Corporate Affairs EGM Consumer & Commercial Portfolio & Product EGM Banking & Wealth Portfolio and Product	Collaborate with fellow FIAP Trailblazers and other stakeholders to bring together essential services providers. <hr/> Support the development of collaborative initiatives by essential services providers.	June 2017 <hr/> December 2017

### 3. INTERNAL AWARENESS AND CAPABILITY BUILDING

Suncorp will build awareness and capability among our people to: understand and work effectively with customers from vulnerable and culturally diverse backgrounds; identify issues, triggers and risks; and provide appropriate services and solutions. We aim to improve our customers' and employees access to suitable and affordable financial products and services, and build their financial knowledge and behaviours.

FIAP Action Area	Stakeholder	Committed Action Statement	Responsibility	Output	Timeframe
<b>3.1 Build internal awareness and understanding of financial inclusion, resilience and wellbeing</b>					
Capability, attitude and behaviour	 	Raise awareness and build understanding across Suncorp of the challenges faced by vulnerable people in our community, the causes and triggers of financial exclusion, and the solutions that bring financial wellbeing.	EGM Corporate Affairs	Develop and implement an internal campaign to build employee understanding of financial inclusion and wellbeing.	December 2017
				Develop opportunities for Suncorp people engaged in FIAP work, senior leaders and key employees to personally experience and engage with vulnerable people and culturally diverse communities.	December 2017

### 3.2 Build internal capability to identify and work with vulnerable customers

Capability, attitude  
and behaviour



Continue to build training opportunities for Suncorp customer service employees to increase their capability to recognise and work appropriately with customers and employees who are financially vulnerable, in hardship or crisis situations.

EGM Talent & Planning

Incorporate information about Suncorp's FIAP and commitment to financial wellbeing into Suncorp orientation for new employees.

June 2017

EGM Contact Centres

EGM Stores & Specialty Banking

EGM Motor Claims

EGM Customer Experience

EGM Talent & Planning

Define capability requirements for customer service employees about financial inclusion and wellbeing.

June 2017

Prepare a plan to incorporate financial inclusion into customer service training, to build the capability required for improved customer experience and internal processes (refer 4.1).

December  
2017

Incorporate capabilities into appropriate training content and resources.

December  
2018

Implement training strategy to build customer service capability for improved customer experience and internal processes (refer 4.1).

December  
2018

#### 4. ACCESS TO AFFORDABLE PRODUCTS AND SERVICES

Suncorp will improve the suitability, affordability and accessibility of our financial products, services and solutions for people from vulnerable and culturally diverse backgrounds. Suncorp will build partnerships to support financial literacy and counselling for individuals from vulnerable and culturally diverse backgrounds. We aim to improve our customers' and employees' access to suitable and affordable financial products and services, financial knowledge and behaviours, and social connections.

FIAP Action Area	Stakeholder	Committed Action Statement	Responsibility	Output	Timeframe
<b>4.1 Improve customer experience and internal processes for vulnerable customers</b>					
Products & Services		Establish an internal working group to improve Suncorp's processes and service standards to enhance customer experience and improve responsiveness to customers and employees who are financially vulnerable, in hardship or crisis situations.	EGM Customer Experience	Establish an internal working group to: understand the needs of excluded, vulnerable and culturally diverse customers; identify improvements to current processes and service standards; and examine policy and procedures across all Suncorp functions.	June 2017
			EGM Compliance, Regulatory Affairs and Customer Relations		
			EGM Motor Claims	Implement improvements to internal processes that impact customer experience across all Suncorp functions.	December 2017
			EGM Consumer & Commercial Portfolio & Product		
			EGM Banking Operations & Support		
			Develop a customer experience strategy and business case for vulnerable and culturally diverse customers.	June 2018	
				Implement a customer experience strategy for vulnerable and culturally diverse customers.	from Dec 2018
<b>4.2 Support financial literacy and counselling for vulnerable and culturally diverse people</b>					
Products & Services	 	Develop shared value partnerships with community organisations to support financial literacy and counselling; and integrate best practice into Suncorp's solutions and customer service.	EGM Customer Experience	Develop a proposal for shared value partnerships to support and integrate financial counselling and literacy into Suncorp's solutions.	June 2017
			EGM Corporate Affairs		
				Implement shared value partnerships to support and integrate financial counselling and literacy.	December 2017 - 2018

FIAP Action Area	Stakeholder	Committed Action Statement	Responsibility	Output	Time-frame
<b>4.3 Support access to affordable and suitable micro-finance products and services for vulnerable and culturally diverse people</b>					
Products & Services		Develop shared value partnerships with stakeholders to: support access to affordable and suitable micro-finance products and services; and integrate best-practice products into Suncorp's solutions, through joint propositions, referrals and other initiatives.	EGM Customer Propositions EGM Consumer & Commercial Portfolio & Product EGM Banking & Wealth Portfolio & Product EGM Corporate Affairs General Counsel Advice & Disputes	Continue to develop current micro-finance products, such as <i>Essentials by AAI</i> insurance and <i>Everyday Essentials</i> bank account, and explore opportunities to expand and integrate them across all Suncorp functions.	December 2017
				Explore propositions and shared value partnerships to support and integrate micro-finance into Suncorp's offerings.	June 2017
				Develop propositions and shared value partnerships to support and integrate micro-finance.	December 2017
				Implement propositions and shared value partnerships to support and integrate micro-finance.	December 2018
<b>4.4 Support micro-enterprise and entrepreneurship development for vulnerable and culturally diverse people</b>					
Products & Services		Develop shared value partnerships with stakeholders to: support micro-enterprise and entrepreneurship development; and integrate best-practice offerings into Suncorp's solutions, through joint propositions, referrals and other initiatives.	EGM Customer Propositions EGM Consumer & Commercial Portfolio & Product EGM Banking & Wealth Portfolio and Product EGM Corporate Affairs	Explore propositions and shared value partnerships to support and integrate micro-enterprise and entrepreneurship development into Suncorp's offerings.	June 2017
				Develop propositions and shared value partnerships to support and integrate micro-enterprise.	December 2017
				Implement propositions and shared value partnerships to support and integrate micro-enterprise.	December 2018
<b>4.5 Develop cross-industry essential services product solutions for highly vulnerable people</b>					
Products & Services		Work with FIAP Trailblazers and other stakeholders to evaluate opportunities for cross-industry essential services product bundles.	EGM Customer Propositions EGM Consumer & Commercial Portfolio & Product EGM Banking & Wealth Portfolio & Product EGM Corporate Affairs	Work with stakeholders to explore propositions and evaluate opportunities for cross-industry essential services product bundles.	June 2017
				Support the development of propositions for essential services product bundles.	December 2017

## 5. BUSINESS PRACTICE LEVERAGE

Suncorp will support employment, education and enterprise opportunities for people from vulnerable and culturally diverse backgrounds. We aim to improve people's economic resources, financial knowledge and behaviours, and social connections.

FIAP Action Area	Stakeholder	Committed Action Statement	Responsibility	Output	Timeframe
<b>5.1 Support employment and education opportunities for vulnerable and culturally diverse people</b>					
Economic participation and status		Work with our recruitment and human resources partners and suppliers, FIAP Trailblazers, and other stakeholders to improve pathways to education and employment for vulnerable people.	EGM Talent & Planning	Identify opportunities for improvement to current recruitment policies, practices and employment pathways into Suncorp.	June 2017
				Commence implementation of improvements to current recruitment policies and practices and employment pathways into Suncorp.	December 2017
				Expand the diversity and inclusion strategy to increase Suncorp's employment and retention of people from vulnerable and culturally diverse backgrounds, as well as other already identified segments.	December 2017
				Implement the diversity and inclusion strategy for people from vulnerable and culturally diverse backgrounds.	December 2018
			EGM Corporate Affairs	Explore opportunities to expand Suncorp's current shared value partnerships that provide pathways to education and employment.	December 2017
				Explore opportunities with fellow FIAP Trailblazers and other stakeholders, to support new shared value partnerships that provide pathways to education and employment.	December 2017

FIAP Action Area	Stakeholder	Committed Action Statement	Responsibility	Output	Timeframe
<b>5.2 Support social procurement</b>					
Economic participation & status		Work with our current suppliers, other FIAP Trailblazers, community organisations, industry bodies and government, to improve the social impact of procurement and sourcing for the benefit of vulnerable and culturally diverse communities.	CFO Suncorp Corporate Services	Identify improvements to current procurement policies and practices to support social enterprises and micro-enterprises who work with people from vulnerable and culturally diverse backgrounds.	June 2017
				Explore opportunities with fellow FIAP Trailblazers, government and industry organisations for social procurement.	June 2017
				Prepare a business case and social procurement strategy to increase Suncorp purchasing from social enterprises and micro-enterprises who are owned by or employ people from vulnerable and culturally diverse backgrounds.	December 2017
				Implement social procurement strategy for vulnerable and culturally diverse communities.	December 2018
<b>5.3 Support social impact investing</b>					
Economic participation & status		Work with our current investment managers, other FIAP Trailblazers, government and community organisations, to investigate options of social impact investing for the benefit of vulnerable and culturally diverse communities.	Head of Investments	Explore opportunities with fellow FIAP Trailblazers, government and industry organisations for social impact investing.	June 2017
				Participate in the development of social impact financing and investing in Australia that provides positive outcomes for vulnerable and culturally diverse communities.	December 2017
				Determine the allocation of Suncorp's investment funds to social impact investments, based on the adequate availability of investment vehicles.	December 2018

## 6. TRACKING, REPORTING AND LEARNING

Suncorp will develop and implement measurement tools and mechanisms to guide, inform and track our progress towards improving financial inclusion and building financial resilience with our customers, people, suppliers and the community.

FIAP Action Area	Stakeholder	Committed Action Statement	Responsibility	Output	Timeframe
<b>6.1 Tracking &amp; reporting</b>					
All areas	   	Build on Suncorp's annual reporting frameworks to include key financial inclusion measures that contribute to evidence-based policies and solutions.	FIAP Steering Committee and Chair	Determine the approach to reporting and agree appropriate metrics.	June 2017
			FIAP Working Group	Complete discovery of existing Suncorp activity targeting financial inclusion and financial resilience.	June 2017
				Establish a baseline of current activity for each action area.	December 2017
				Develop internal systems to track the effectiveness of FIAP initiatives.	December 2017
			EGM Corporate Affairs	Report progress of FIAP initiatives as part of Suncorp's annual reporting suite.	Annually 2017-2019
<b>6.2 Learning</b>					
All areas	   	Actively engage with other organisations across the FIAP community and beyond to learn and share experiences.	FIAP Working Group	Continue to participate in the FIAP Community of Practice with other FIAP Trailblazers to learn and share experiences.	Quarterly 2017-2019
			FIAP Steering Committee and Chair	Track progress of action areas and ensure continuous improvement of FIAP actions.	Annually 2017-2019
			FIAP Working Group		

## FIAP PARTNERSHIP GROUP STATEMENT

On behalf of the FIAP Partnership Group, I would like to acknowledge and congratulate Suncorp for your ongoing public commitment to financial inclusion and financial resilience.

Together we are embarking on a journey to explore, learn and grow – both as a program through this Foundation FIAP and as Trailblazers undertaking the important process of reducing inequalities and promoting inclusive growth in our communities.

Financial hardship can impact us all, at any stage in our lives – through the FIAP, our hope is that every organisation will be able to respond in time and every time to ensure financial hardship can be identified early, managed and overcome. By building capacity, awareness and greater access to appropriate products and services, organisations will see the social and economic benefits in their engagement, outcomes and prosperity of customers and employees.

Sincerely,



Vinita Godinho, General Manager, Advisory  
Good Shepherd Microfinance  
On behalf of the FIAP Partnership Group



The FIAP Partnership Group exists to support the growing community of practice to identify opportunities to better respond to financial risks, develop meaningful actions across key stakeholders and measure the social and economic impact. Drawing on our individual expertise the FIAP Partnership Group will provide implementation, evaluation and quality assurance support to ensure key actions you have identified are (i) on track to achieve the intended impact and (ii) engaging those stakeholders in most need of support. We are proud to be on this important journey with Suncorp.

At the heart of the FIAP program is the belief that together we can achieve more. Suncorp joins the growing community of organisations that understand they play a critical role in Australia's financial future – together we can reduce inequalities and realise inclusive growth for all Australians.

Supported by



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