

20 September 2018

Suncorp Group Limited 2018 AGM Voting Results and Incoming Chairman's Address

At the Annual General Meeting of Members of Suncorp Group Limited held on 20 September 2018 the following resolutions were considered and passed by the requisite majorities:

Resolutions Decided on a Poll

- | | |
|---------------------------|--|
| Resolution 1 (Advisory): | Adopt Remuneration Report for the year ended 30 June 2018 |
| Resolution 2 (Ordinary): | Grant of performance rights to the Company's CEO & Managing Director |
| Resolution 3a (Ordinary): | Election of Director - Ms Sylvia Falzon |
| Resolution 3b (Ordinary): | Election of Director - Mr Lindsay Tanner |
| Resolution 3c (Ordinary): | Re-election of Director - Dr Douglas McTaggart |
| Resolution 3d (Ordinary): | Re-election of Director - Ms Christine McLoughlin |

A summary of proxy votes and the number of votes cast on each poll is attached, in accordance with Listing Rule 3.13.2 and as required by Section 251AA (2) of the *Corporations Act 2001* (Cth).

Also attached is a copy of the address delivered at the meeting by the incoming Chairman (Ms Christine McLoughlin).



Darren Solomon
Company Secretary



ANNUAL GENERAL MEETING
Thursday, 20 September, 2018

As required by section 251AA(2) of the Corporations Act 2001 (Commonwealth) the following statistics are provided in respect of each resolution on the agenda.

Resolution	Manner in which the securityholder directed the proxy vote (as at proxy close):				Direct vote (as at proxy close):		Manner in which votes were cast in person or by proxy on a poll (where applicable)		
	Votes <i>For</i>	Votes <i>Against</i>	Votes <i>Discretionary</i>	Votes <i>Abstain</i>	For	Against	<i>For</i>	<i>Against</i>	<i>Abstain</i> **
01 REMUNERATION REPORT	709,230,566	20,673,112	7,731,352	16,065,244	17,398,405	3,875,591	732,590,692 96.41%	27,240,134 3.59%	16,099,126
02 GRANT OF PERFORMANCE RIGHTS TO THE CHIEF EXECUTIVE OFFICER & MANAGING DIRECTOR	718,259,984	12,995,255	7,715,398	14,687,983	16,095,094	5,512,572	743,381,946 97.53%	18,804,590 2.47%	14,769,279
3A ELECTION OF DIRECTOR - MS SYLVIA FALZON	739,448,522	2,412,363	7,937,305	3,601,484	20,659,738	1,194,014	769,685,528 99.53%	3,654,405 0.47%	3,603,820
3B ELECTION OF DIRECTOR - MR LINDSAY TANNER	741,024,964	835,245	7,928,881	3,622,103	20,428,256	1,376,281	770,948,682 99.70%	2,331,181 0.30%	3,625,309
3C RE-ELECTION OF DIRECTOR - DR DOUGLAS MCTAGGART	716,011,432	25,759,643	8,102,272	3,523,152	20,847,538	892,000	746,629,378 96.55%	26,671,114 3.45%	3,525,074
3D RE-ELECTION OF DIRECTOR - MS CHRISTINE MCLOUGHLIN	739,189,881	2,588,317	8,115,517	3,420,375	20,923,884	895,625	769,893,375 99.55%	3,508,429 0.45%	3,421,324

** - Note that votes relating to a person who abstains on an item are not counted in determining whether or not the required majority of votes were cast for or against that item

Incoming Chairman's address Christine McLoughlin

I would like to take the opportunity to address you as the incoming Chairman of Suncorp - this is a privilege and an honour that I do not take lightly.

Given we are holding this meeting in Brisbane, and so many of you have made the effort to attend today, I would like to call out the importance of our Queensland shareholders – you represent a substantial proportion of our retail shareholder base. Many of you are also customers of the Suncorp Group and we thank you for your ongoing loyalty and support.

I would also like to acknowledge our outgoing Chairman, Dr Ziggy Switkowski. On behalf of my fellow Directors and all shareholders, thank you for your significant contribution to Suncorp over the past 13 years.

You mentioned in your remarks, some of the significant challenges you have led Suncorp through - including the fallout from the GFC, the integration of Promina and frankly too many natural disasters.

At the same time, the company has continued to adapt - meeting changing customer needs, while also delivering significant value for shareholders. Ziggy, it has been an honour to serve alongside you. Thank you.

As you know, the drought is significantly impacting eastern Australia. Having grown up in a small country town, I understand first-hand the effect this has on farmers, small businesses that service our farmers and their broader community. For our Suncorp agri-business customers, who are directly impacted by the drought, the business has been proactive in taking steps to support them.

As customers and communities expect more from their banks and insurers, Suncorp must continue to improve - this means providing appropriate products and service to all customers and doing this with the highest levels of integrity.

Recently, I've spent time meeting customers impacted by Cyclone Debbie in Proserpine and Airlie Beach, and employees and customers who have been impacted by store closures, to understand the challenges they face. I have also visited our new Concept and Discovery Stores in Queensland and NSW to experience our new customer offerings, as well as meeting our people in Victoria. I also plan to visit our New Zealand team and talk to some of our earthquake-affected customers in the coming weeks.

To further support our customer strategy and the good work of the Customer Advocate Office, the Board is establishing a new [Customer Committee](#) to continue to drive customer focus. Your Board already meets regularly with the Customer Advocate and the formation of a Customer Committee is a natural next step.

This Committee, alongside management and the Customer Advocate, will drive continuous improvement in customer-facing conduct, culture and governance and provide oversight to ensure we deliver good customer outcomes while keeping pace with community expectations.

Suncorp is also steadfast in our commitment to building resilient people and communities through our Corporate Responsibility programs. At the heart of our approach are clear principles - trust and transparency, responsible products, sustainable growth, and building resilient people and communities.

These principles shape and guide how we operate and we will continuously work on improving this.

Suncorp has many great assets – and at the heart of this - is our people. Genuine care, doing the right thing, and continuous improvement are all hallmarks of Suncorp's culture.

However, it's important to acknowledge that we don't always get it right. We must be relentless in our pursuit of doing things better.

Let me be clear about expectations and 'the tone from the top'. The Board and senior management expects everyone in Suncorp – in all interactions with customers to deliver on the values and standards we hold ourselves accountable to.

Understanding our customers and recognising the importance of trust, and doing the right thing, are at the core of how we will continue to improve. As Chairman, I will ensure we have a sharp focus on governance, conduct and culture that underpins our business. We will build on our legacy of helping and serving customers, while we create a more responsible and resilient company.

Rapidly advancing technology is presently coupled with intense public and regulatory scrutiny and big shifts in customer expectations. These are combining to create a dynamic and challenging environment. However, I believe Australia's economic fundamentals remain strong and the outlook for the business is positive.

Last year, we made progress in accelerating the foundations of the Marketplace. Customers want us to provide them with better digital experiences whether that is over their smart phone or online. This year we will begin to leverage value from this investment, as we continue to digitise our processes creating efficiencies and making it easier for our customers and our people. The Board has confidence that this is the right strategy and I am pleased with the progress we are making.

I have already met with some of our shareholders and I will continue my introductory meetings with external stakeholders. This includes government and regulators to discuss key issues currently facing the industry and Suncorp, as well as the implications of the Royal Commission.

It is a great privilege to have been given the responsibility of becoming Chairman of Suncorp, and the opportunity to build on Suncorp's rich history of supporting our customers and communities in the moments that matter. We have an exciting future ahead of us.

I hope to meet as many of you as possible this afternoon once the meeting formally concludes.

Thank you