



ASX Announcement

31 December 2010

QUEENSLAND FLOODS

Suncorp has increased the number of claims staff, assessors and other support staff helping customers affected by widespread flooding in Queensland.

The Group's insurance brands - which include Suncorp, AAMI, Apia, GIO and Vero – have put the additional measures in place to help process claims as quickly as possible.

Three new mobile major weather event Customer Response Teams have also been dispatched to the affected areas.

The Group has received approximately 1,450 claims across the state since Christmas Eve. Claims numbers are expected to increase as waters recede and customers return to their homes. Customers are encouraged to lodge their claims as soon as possible.

A cost estimate for the event will be provided when claims in affected areas have been assessed.

Suncorp makes allowances for natural hazard claims and has a comprehensive reinsurance program in place.

Ends

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