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## TROPICAL CYCLONE MARCIA UPDATE

Suncorp Group Limited (Suncorp) advised that it has received 4,300 claims in response to Tropical Cyclone Marcia and associated flooding events in Queensland.

As part of this response Suncorp has activated its Customer Response Teams, which represent Suncorp, AAMI, Apia, GIO and Vero brands, into major affected areas to help customers in processing their claims.

Suncorp Group CEO Patrick Snowball said the company was well provisioned to manage events such as Tropical Cyclone Marcia and is currently working with appropriate authorities to gain access to affected properties and impacted regions.

“The wellbeing of our customers remains our number one priority and we are making sure the necessary resources are in place across our bank and insurance brands,” Mr Snowball said.

“A further 200 call centre staff and 13 interstate assessors are ensuring limited call wait times and expedited assessments.

“Our Customer Response Team units are now active in the key areas of Yeppoon and Rockhampton providing additional opportunities for customers to lodge their claims and talk face-to-face with claims staff. These are experienced teams who were there for our customers following the 2011 Brisbane Floods, Cyclone Yasi and, most recently, following the December 2014 Brisbane Hail Storms.

“Impacted Suncorp Bank customers may also be eligible for financial relief to assist them to get back on their feet.”

Suncorp advised that it was too early to provide an accurate estimate of ultimate claims costs. It has a comprehensive reinsurance program to limit the financial impact of natural hazard events. In addition, the Queensland home portfolio is covered by a 30% proportional quota share arrangement. These reinsurance covers will limit the financial impact of this event to a maximum of \$200 million (pre-tax).

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