

ASX announcement



12 October 2016

Morgan's Queensland Investor Conference Presentation

Attached is a copy of the presentation made at the Morgan's 2016 Queensland Investor Conference today.

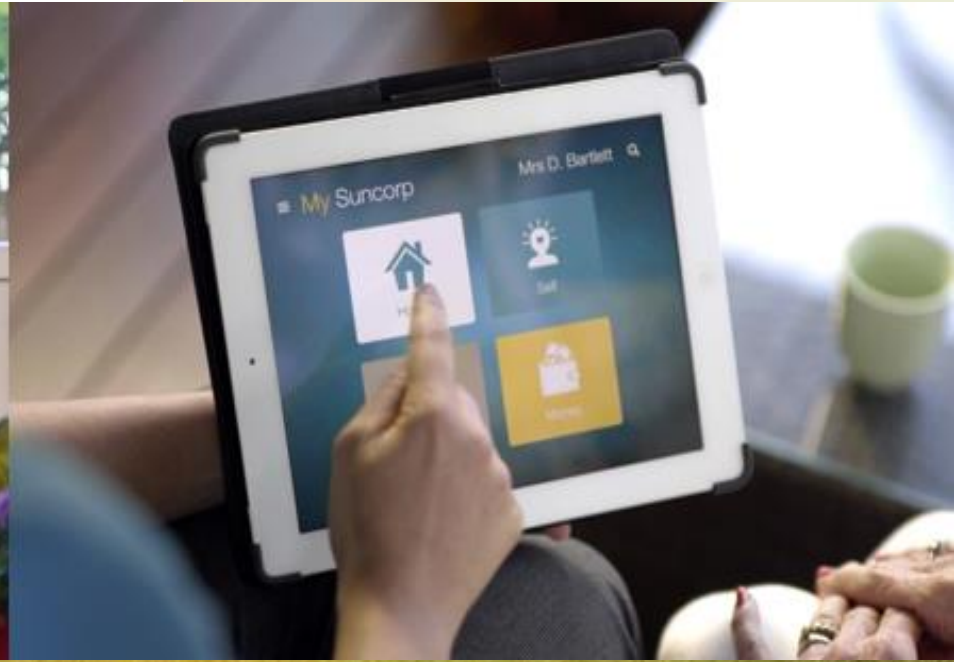
A handwritten signature in black ink that reads "Darren Solomon".

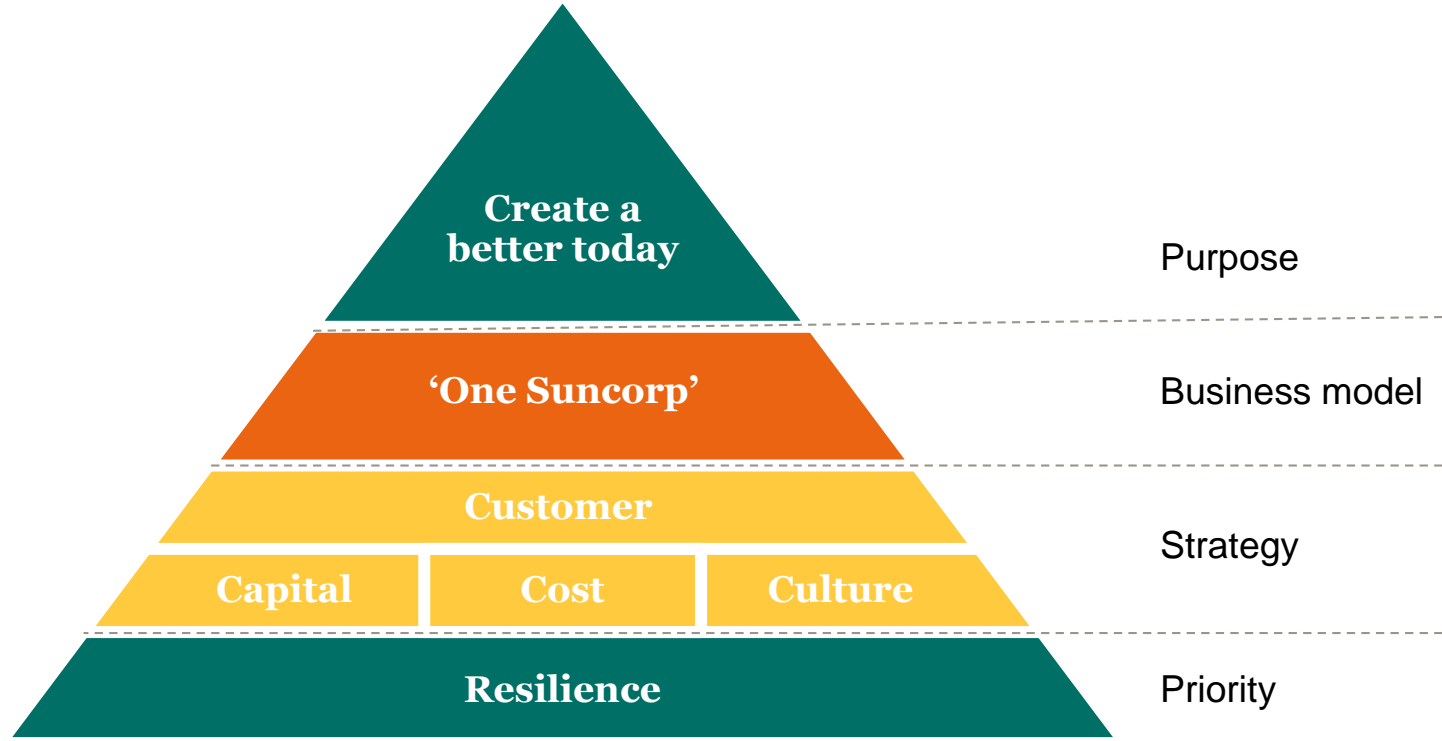
Darren Solomon
Company Secretary
Suncorp Group Limited

attch.

Suncorp Customer Strategy

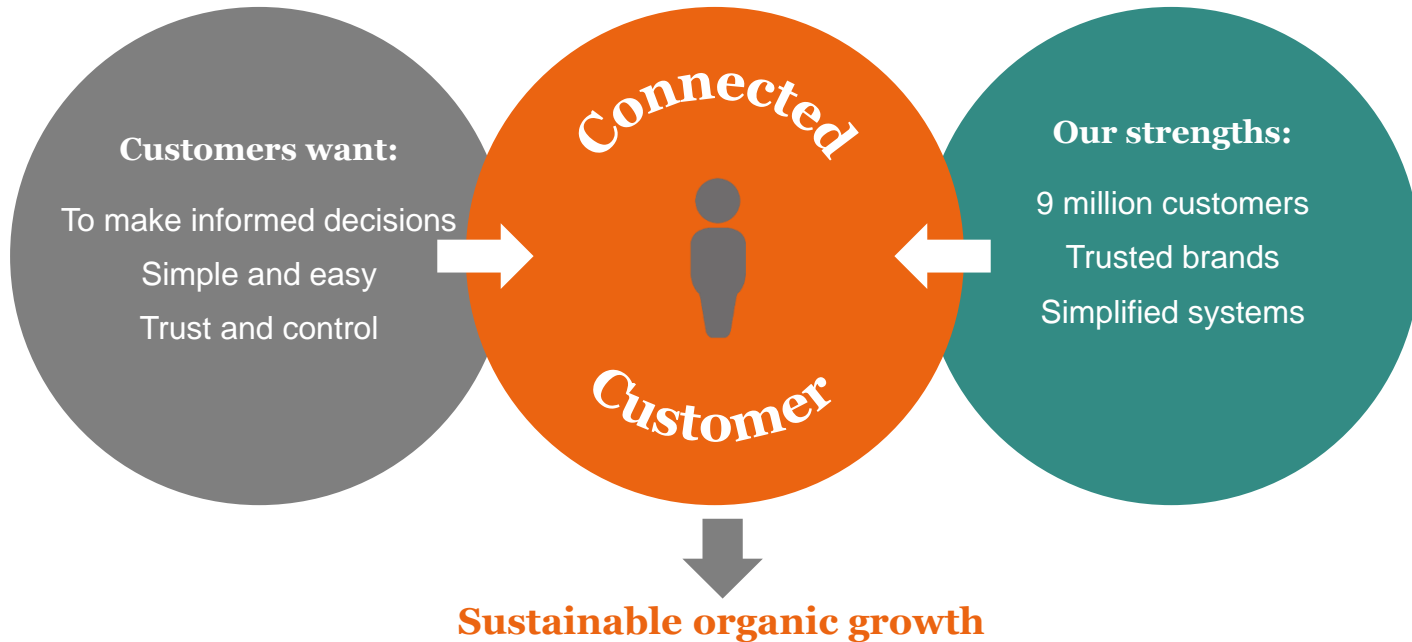
Mark Reinke
Chief Customer Experience Officer





Elevate the Customer

Creating a better today by growing customer connections



Connected Customers

Meeting more needs



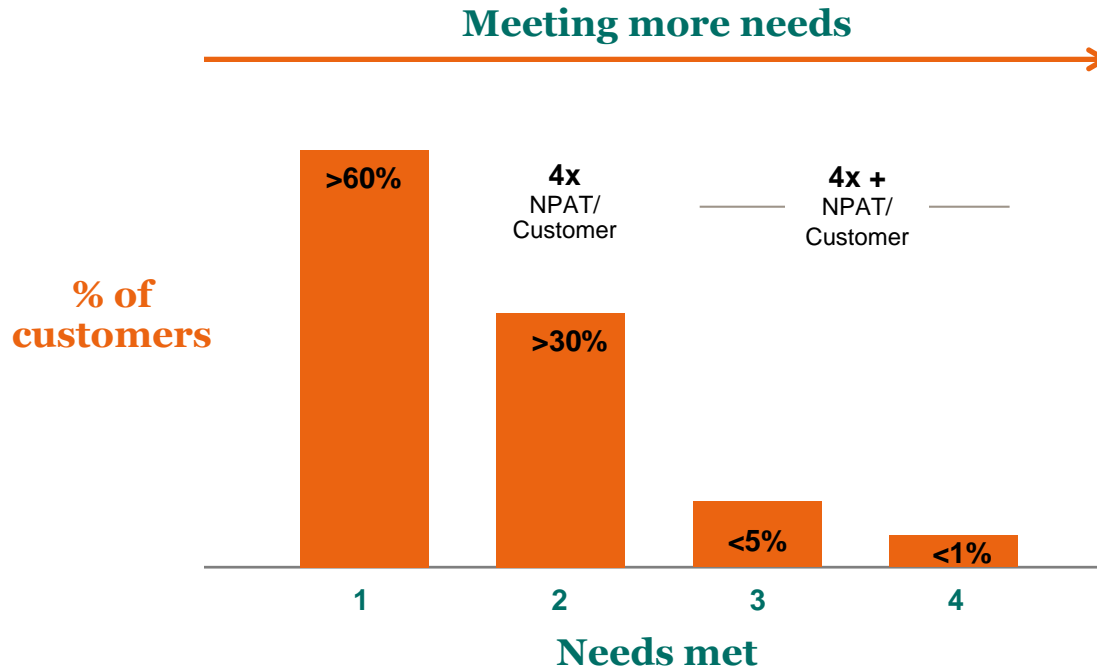
Increasing frequency of interactions



Connected = 2 or more needs met
96% retention

Connecting customers creates value

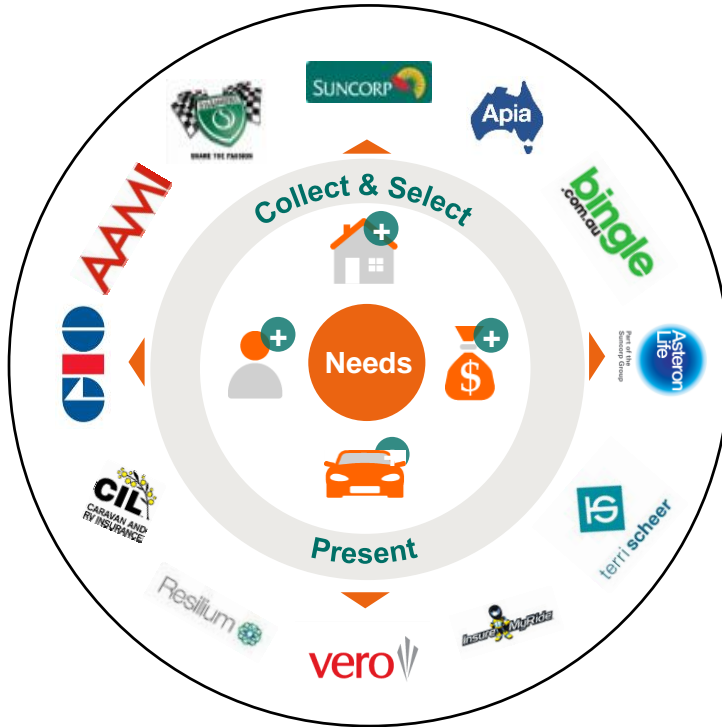
Significant growth opportunity



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Adopting a marketplace approach



- » **Engaging** customers through omni-channel
- » **Curating** solutions that customers care about
- » **Enabling** customers to navigate and make informed decisions

Seamless connected experiences

Collect & Select



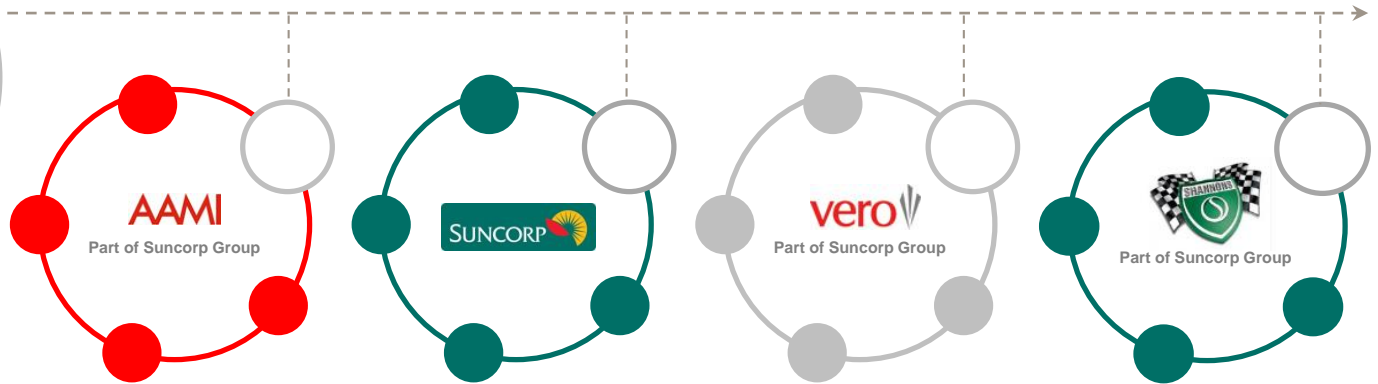
Everything in one place

Aggregated information

Decision tools

Access to solutions

Present



Strategy in action

Connecting AAMI services



SMARTPLATES

FEATURES



Strategy in action

Online and physical stores



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Important disclaimer



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