

# Suncorp full year results 2017

CREATE A BETTER TODAY

## Highlights



Refreshed strategy and One Suncorp model in place



Delivering customer growth and a focus on digital



Customers benefiting from roll out of Marketplace deliverables



Creating shareholder value with Aggregate Reinsurance Program



More resilient Suncorp for a sustainable future

## Key financial measures



\$1,075m ↑3.6%  
Net profit after tax



3.6%  
Top line growth



11.5%  
Underlying ITR



73c per share  
total ordinary dividends



8.4%  
Cash return on average shareholders' equity

## Customers and communities



↑399,000  
Net customer growth



35,000  
Customers benefiting from the Cyclone Resilience Benefit



\$9.8m  
Investment in local communities



82%  
Customer satisfaction across our consumer brands



62%  
Engagement of our people



11% ↓  
Reduction in greenhouse gas emissions

## The Suncorp Marketplace



Refreshed Suncorp's branding



2 new  
Concept stores



AAMI and Suncorp customers have a single view of their insurance and banking products



110m  
Digital interactions



75%  
of customers access mobile banking



15%  
of policies renewed online per month