

1 June 2017

Suncorp Group Investor Day

Suncorp Group today is hosting its annual investor day in Brisbane. Attached for immediate release are the presentation materials.

The event will be webcast from 8:45am at www.suncorpgroup.com.au. A recording of the webcast will be made available later today.

Ends

For more information contact:

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Analysts/Investors	Andrew Dempster	0497 799 960



Investor Day
1 June 2017



Create a better today

Agenda

Time	Item	Speaker
8.45am	Welcome	Fiona Thompson
	Creating a better today	Michael Cameron
		Mark Reinke
8.50am	Elevate the customer and Create the Marketplace	Pip Marlow
		Gary Dransfield
	Q&A	
	Innovation lab introduction	Sarah Harland
10.15am	Lab tour & morning tea	
11.00am	Welcome back	Kate Olgers
		Anthony Day
	Maintain momentum and grow	Paul Smeaton
		David Carter
11.05am	Inspire our people	Amanda Revis
	CFO update	Steve Johnston
	Q&A	
12.20pm	Conclusion	Michael Cameron



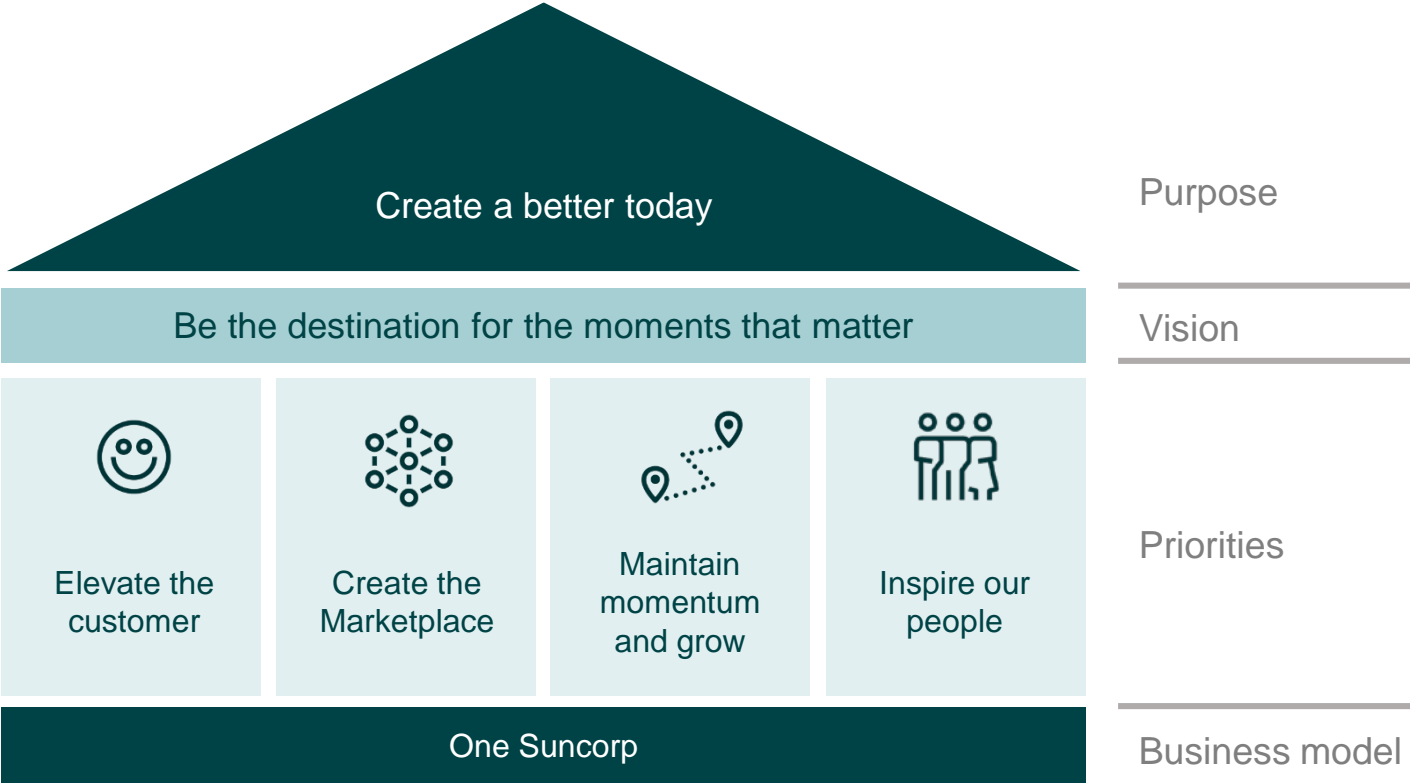
Creating a better today
Michael Cameron



Strategy



Strategy



Priorities



Elevate the customer



Create the Marketplace

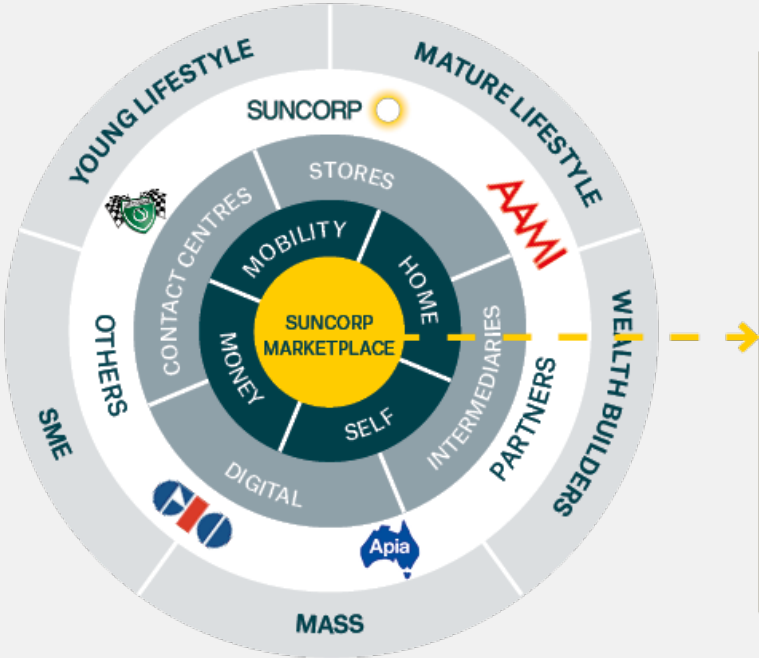


Maintain momentum and grow



Inspire our people

Suncorp Marketplace



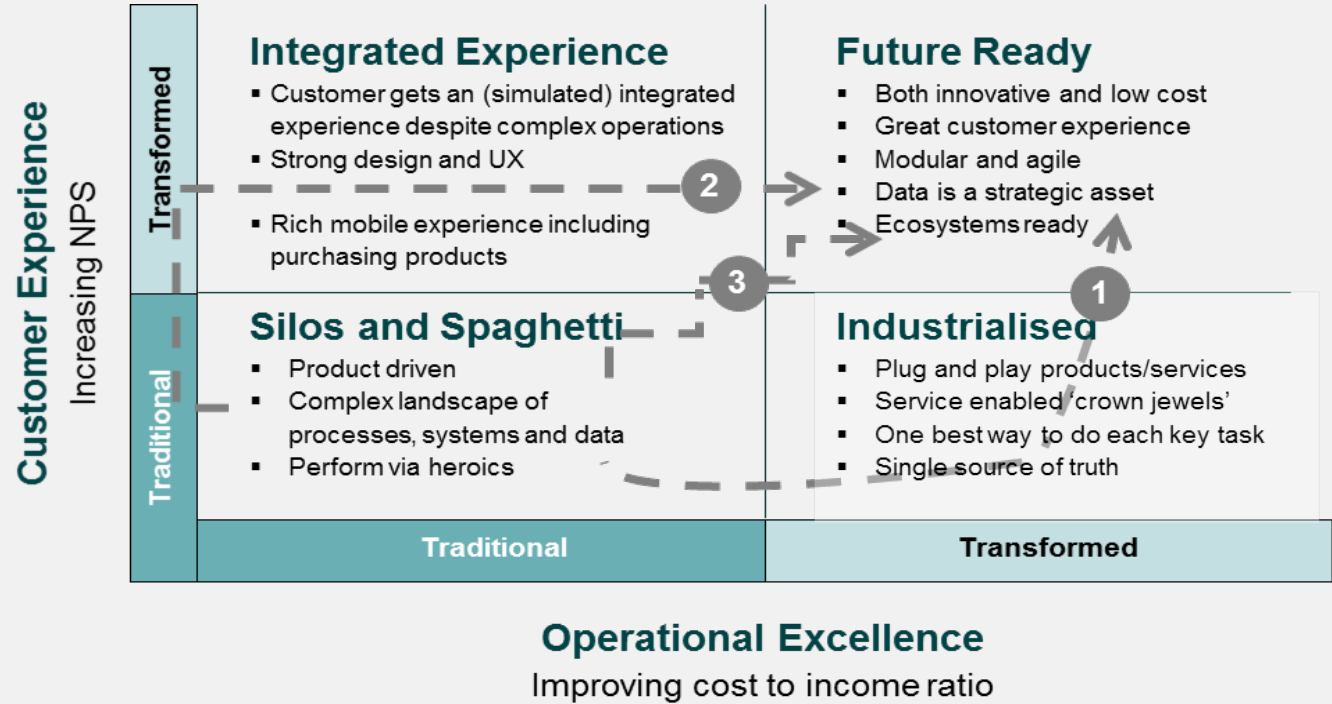
PRODUCTS & SERVICES	INTEGRATED OFFERS	CUSTOMER JOURNEYS
● ●	● ●	BUYING AND SELLING A HOME ● ● ● ● ●
● ●	● ●	BUYING AND SELLING A CAR ● ● ● ● ●
● ●	● ● ●	MANAGING MY BUSINESS ● ● ● ● ●
● ●	● ● ●	TAKING FINANCIAL CONTROL ● ● ● ● ●

● Insurance ● Banking & Wealth ● Partners (solutions, tools, experiences)

Suncorp Today

- Refreshed Strategy and Purpose
- New Operating Model and substantially new Senior team
- Two Concept Stores and new branding
- New AAMI and Suncorp apps
- Launched annuities and health solutions
- Extended the Marketplace to embrace journeys, integrated offers and third party offers

Transformation Pathways

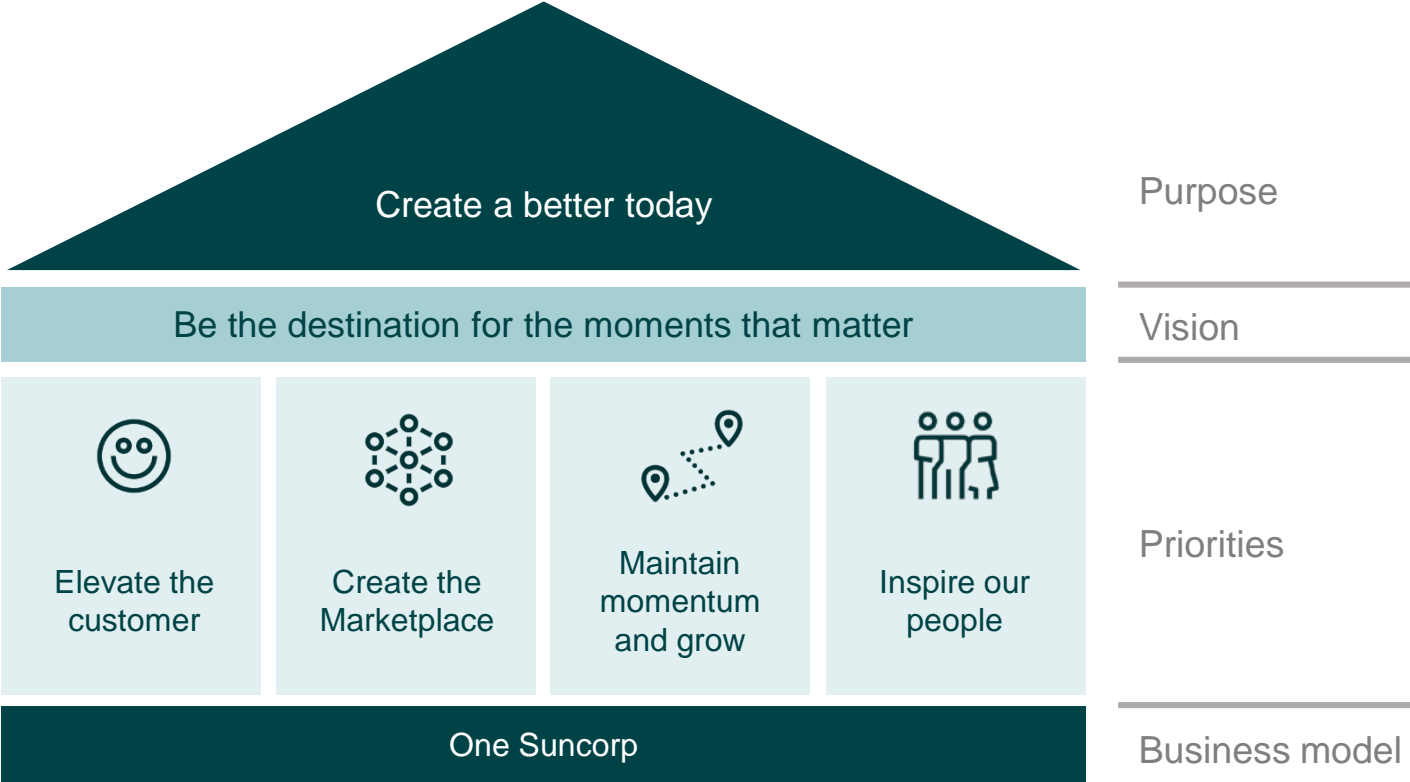


Source:

(1) P. Weill & S. L. Woerner, "What's Your Digital Business Model? Six questions to help you build the next generation enterprise", Harvard Business School Press forthcoming 2018.

(2) Percentages for pathways: 2016 MIT CISR Annual Research Forum (N-66). © 2017 MIT Sloan CISR

Strategy





Elevate the Customer

Mark Reinke

CHIEF CUSTOMER EXPERIENCE OFFICER



Elevate the
customer



Create the
Marketplace



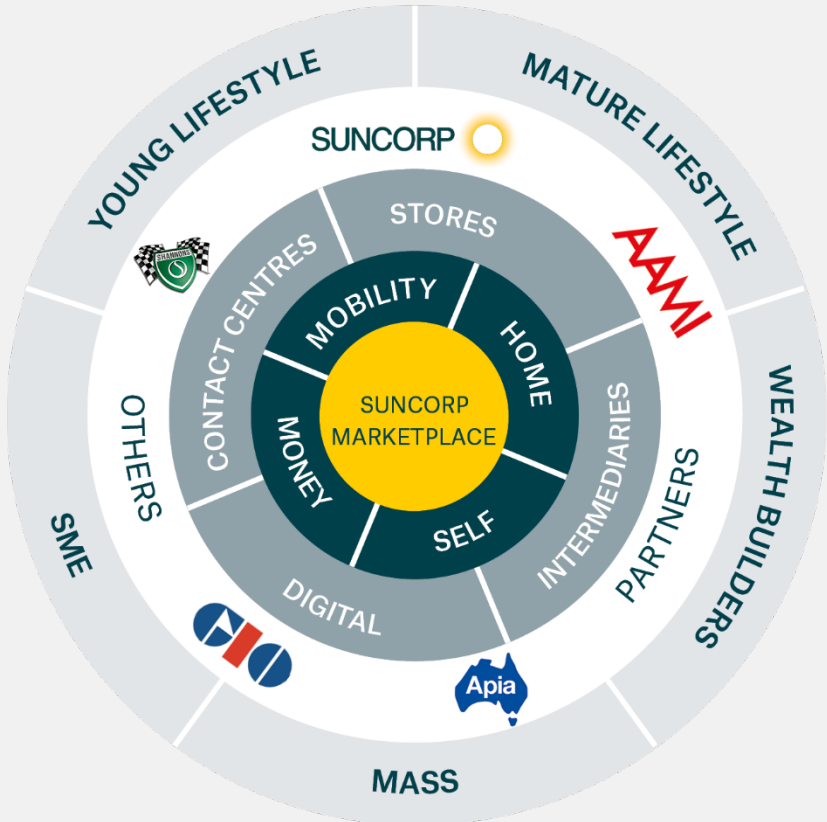
Maintain
momentum
and grow



Inspire our
people

Elevating the Customer

- Making the experience easy for customers
- Connecting customers to the Suncorp Marketplace
- Developing integrated solutions and customer journeys



Making the experience for customers easy

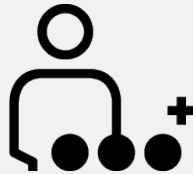
Customer outcomes:

- Growth in customers
- Improving retention rates
- Needs based conversations



Making it easy and faster

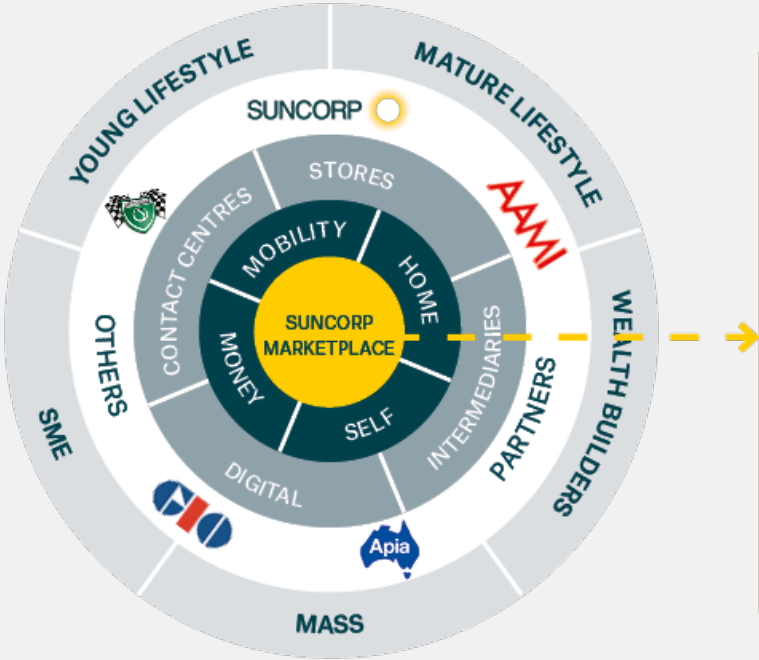
- Buy a home
- Take the stress out of making a claim
- See and manage my solutions



Knowing our customers

- Holistic needs conversations
- Customer life time value

Building the Suncorp Marketplace



PRODUCTS & SERVICES	INTEGRATED OFFERS	CUSTOMER JOURNEYS
● ●	● ●	BUYING AND SELLING A HOME ● ● ● ● ●
● ●	● ●	BUYING AND SELLING A CAR ● ● ● ● ●
● ●	● ● ●	MANAGING MY BUSINESS ● ● ● ● ●
● ●	● ● ●	TAKING FINANCIAL CONTROL ● ● ● ● ●

● Insurance
 ● Banking & Wealth
 ● Partners (solutions, tools, experiences)

Marketplace: A customer view

- Makes it easy to meet all of my financial wellbeing needs
- Helps me make good choices with helpful tools and insights
- Saves me time by managing my brands and solutions in one place
- Rewards me and keeps me coming back



Designing end-to-end customer journeys

Opportunity:

- 3.3 million home owners
- 5.6 million vehicle owners
- 700,000 small business customers



From:

- Unconnected range of products and brands
- Winning customers at the end of a purchase
- Competing only where we manufacture

To

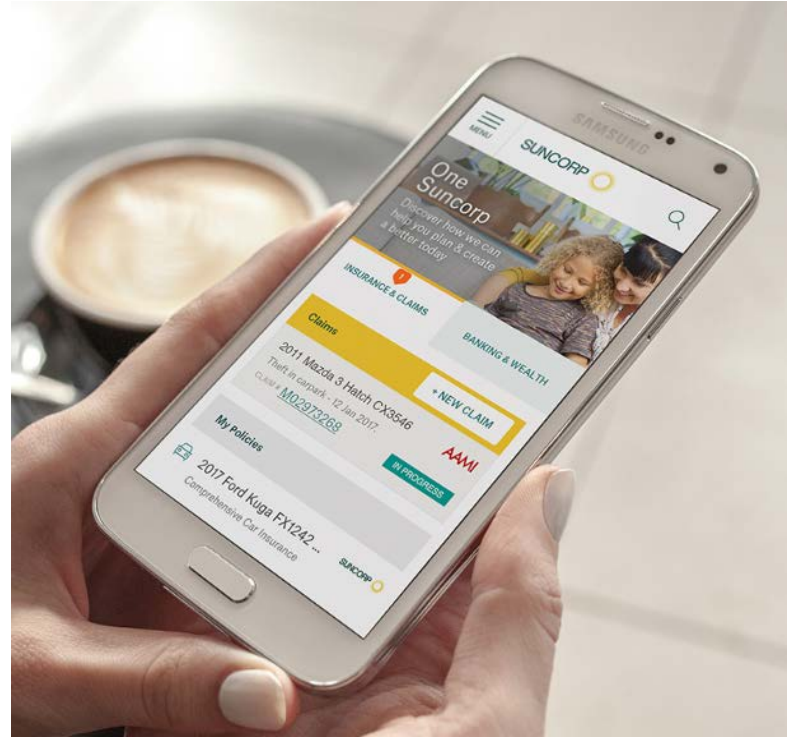
- Seamless connection of solutions and brands
- Winning customers early within a purchase
- Engaging partners to compete in new areas

Creating networked brands

- Refreshed masterbrand
- Strengthened and simplified portfolio
- Cross brand pathways



Connecting Suncorp's brands in concept stores



Connecting AAMI and Suncorp brands digitally

New solutions in priority segments

MATURE



- APIA transaction account
- Home Assist Service

YOUNG LIFESTYLE



- SmartPlates for learner drivers
- Trōv single item cover

SMALL BUSINESS



- Start a Business service
- Suncorp Business Toolbox

Elevate the customer priorities

-
- Launch new integrated solutions
- Build key journeys
- Complete Suncorp rebrand program
- Suncorp Rewards Program



Create the Marketplace

Pip Marlow

CHIEF EXECUTIVE OFFICER STRATEGIC INNOVATION



Elevate the customer



Create the Marketplace



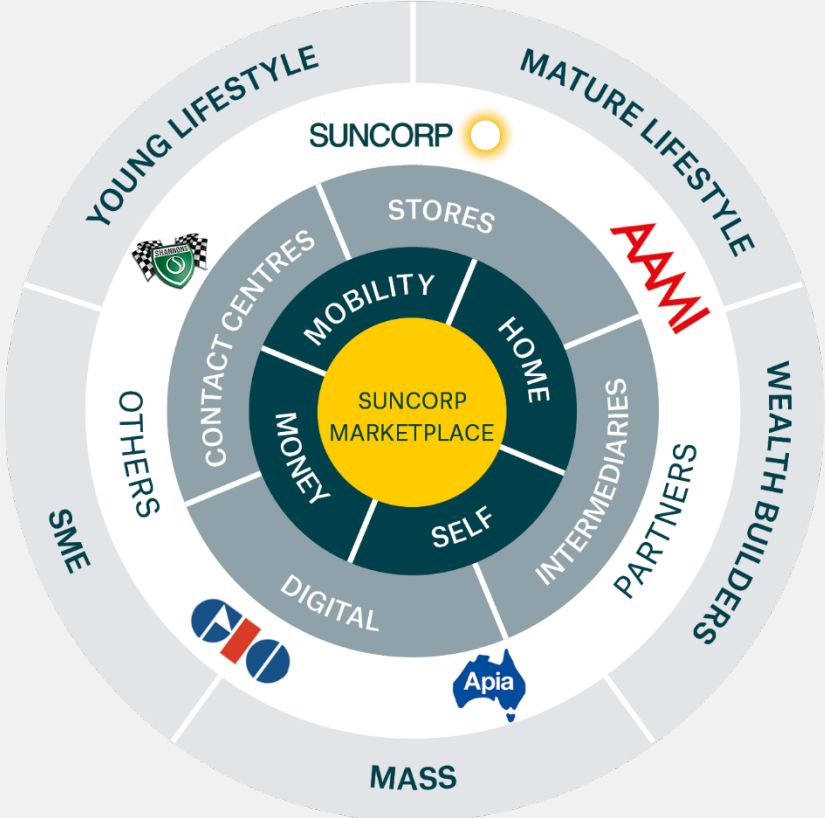
Maintain momentum and grow



Inspire our people

Strategic Innovation in the Marketplace

-
- Identify strategic opportunities
- Build capability to meet emerging needs
- Create new options within customer journeys



Accelerate the partner ecosystem

—



Operate across three horizons

—



Traditional car ownership



Car sharing
Ride sharing
Subscription models



Automated vehicles



Current

Purchase and protect the asset



Emerging

Optimise the asset

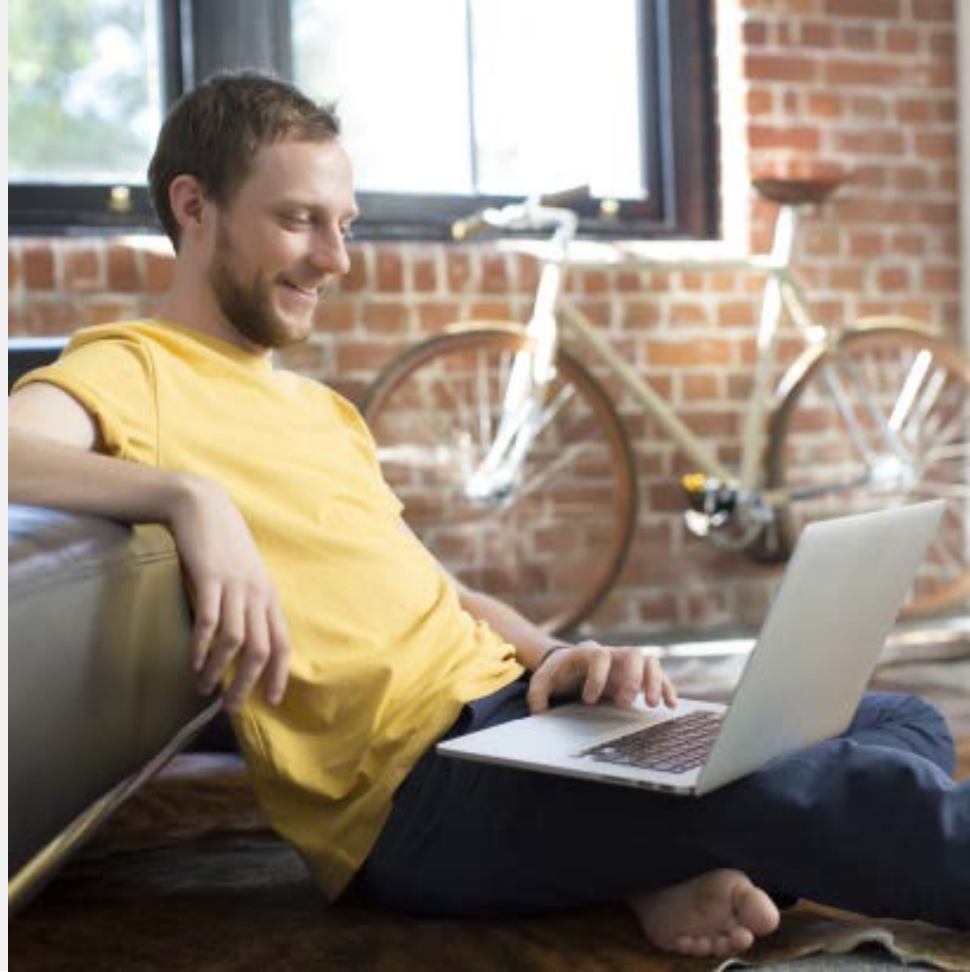


Future

Access mobility

Looking ahead

-
- Build team
- Accelerate partner ecosystem
- Identify customer journey opportunities



Create the Marketplace

Gary Dransfield

CHIEF EXECUTIVE OFFICER CUSTOMER PLATFORMS



Elevate the
customer



Create the
Marketplace



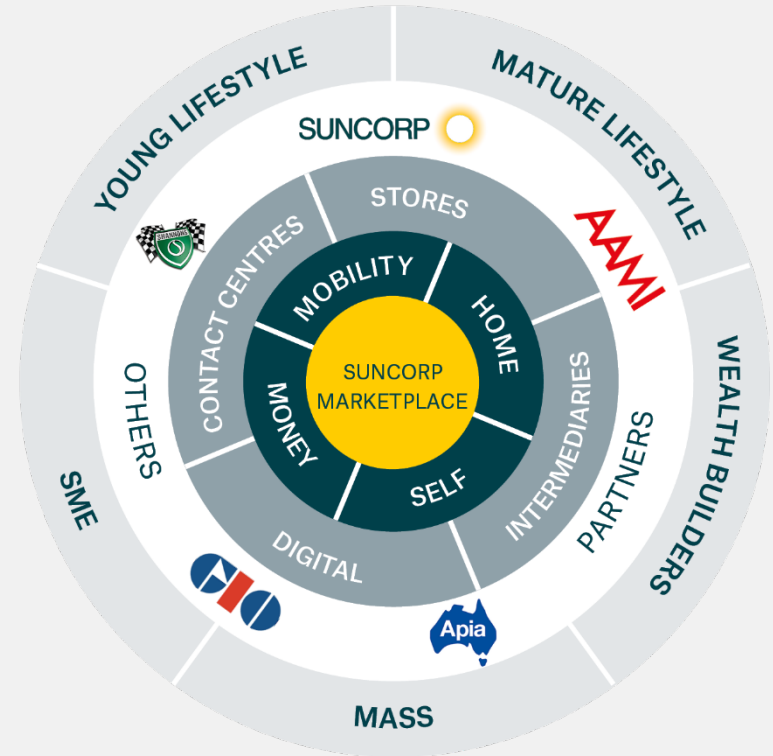
Maintain
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and grow



Inspire our
people

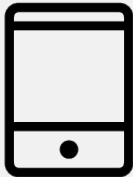
Creating the Marketplace

- 63 million log-ins to our digital assets
- 5+ million registered online accounts
- 20 million contact centre conversations
- 55 million website visits across brands
- 3 million self-service transactions
- 8 million store transactions
- 30,000 broker relationships



Integrated customer channels

Digital



Primary sales and service channel

Contact Centres



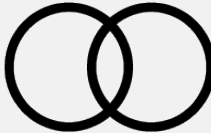
Primary proactive sales and retention channel

Stores



Awareness and engagement

Intermediaries



Support to other providers of advice

Create the Marketplace: build and enable



Customer Workbench
(one view of our
customers)



Connected
Conversation Model



Enhanced
Advice Model



Digitisation and
Artificial Intelligence

Meeting more needs in action



Stores



Contact Centres



Intermediaries

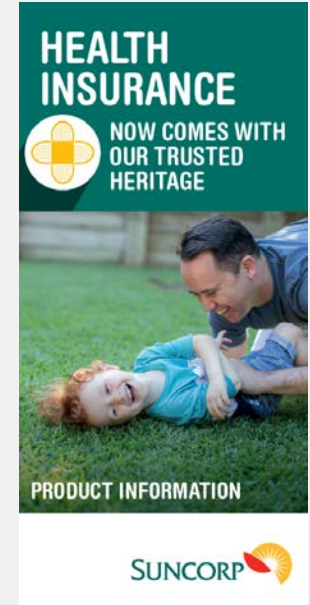
Marketplace in action

- 100% digital business model
- Differentiated proposition to deliver sustainably lower premiums for customers
- Aiming for 100% self-service
- Implemented the Binglebot in customer service



Marketplace in action

- Customers now have three distinct health insurance offerings
- Health plays a significant role
- Omni-channel product and service delivery integrated into existing Suncorp channels



Marketplace priorities

- Build intuitive digital experience for our customers and partners
- Execute loyalty and differentiated service levels
- Enhance sales and service productivity
- Connect Intermediaries to the Marketplace to deepen relationships
- Continue to deliver integrated customer journeys



Elevating the customer and Creating the Marketplace



Build the Marketplace



Design connected solutions and services



Develop the partner ecosystem



Differentiate our brands
(individually strong and deliver value when connected)



Elevate the customer and create the Marketplace

Q&A

Mark Reinke, Pip Marlow, Gary Dransfield



Elevate the
customer



Create the
Marketplace



Maintain
momentum
and grow



Inspire our
people



Suncorp Labs Tour
Sarah Harland

CHIEF INFORMATION OFFICER

Morning tea





Maintain momentum and grow

Anthony Day

CHIEF EXECUTIVE OFFICER INSURANCE



Elevate the
customer



Create the
Marketplace



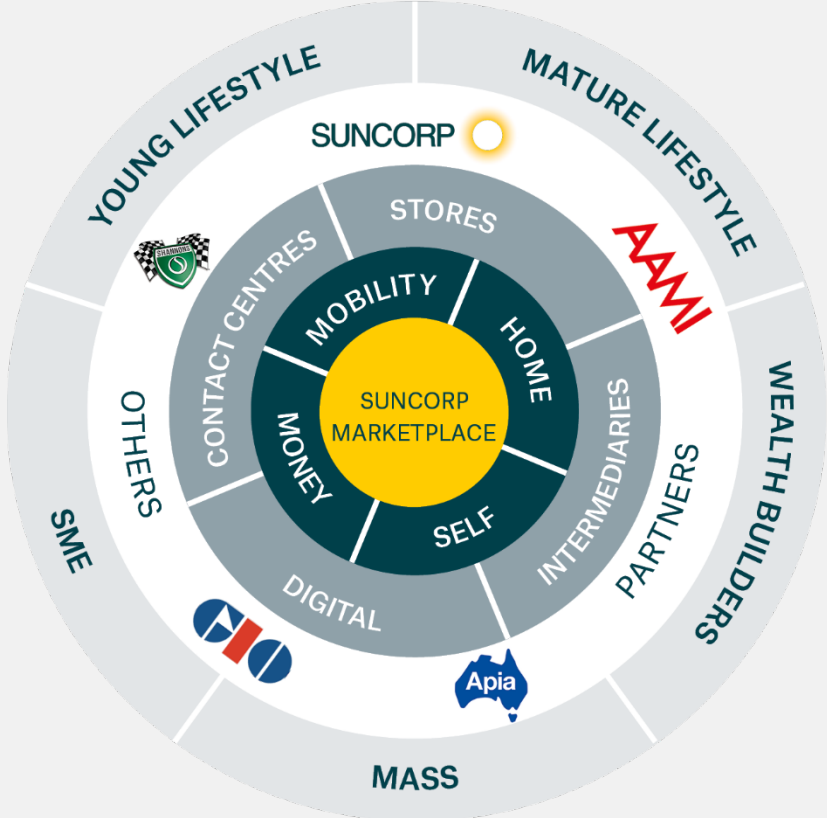
Maintain
momentum
and grow



Inspire our
people

Insurance in the Marketplace

- Meeting customer needs
- Digital first customer engagement
- Complemented by intermediaries



Maintain momentum and grow

Operational excellence

- Effective events response
- Comprehensive reinsurance program
- Home and Motor claims loss ratios improving



Maintain momentum and grow

Portfolio optimisation

- National approach to CTP business
- Working closely with regulators
- Leveraging scale of the personal injury business
- Life Optimisation



Maintain momentum and grow

Targeted growth

- Marketplace a key enabler for growth
- Opportunities in Home and Direct SME
- Underpinned by continuous improvement and investing in our people





Maintain momentum and grow

Paul Smeaton

CHIEF EXECUTIVE OFFICER NEW ZEALAND



Elevate the
customer



Create the
Marketplace



Maintain
momentum
and grow

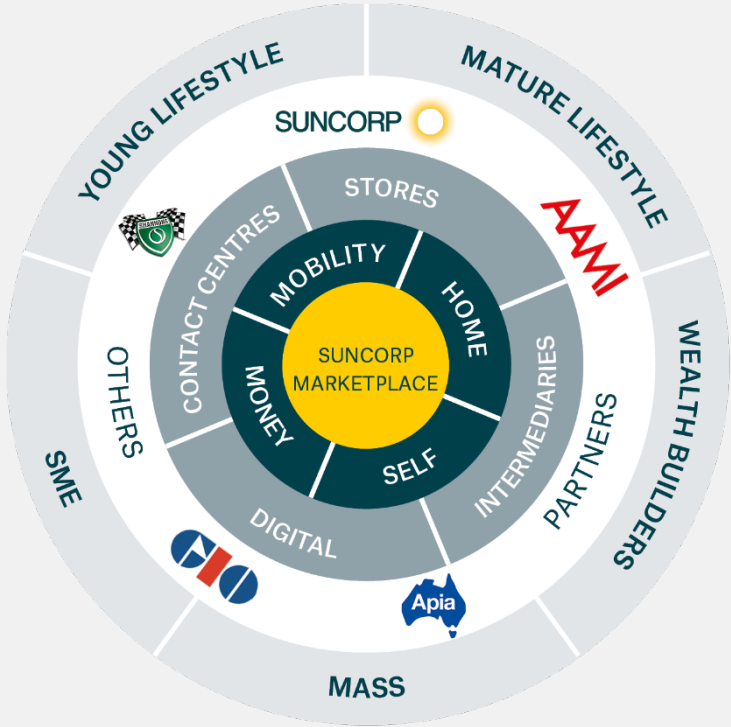


Inspire our
people

Suncorp New Zealand Marketplace

Our vision is to be the #1 choice for New Zealanders because we are the destination for the moments that matter

Our Partners



Maintain momentum and grow

Portfolio optimisation

- Motor claims pricing and underwriting
- Two new SMART repair centres
- Home pricing and underwriting changes
- Large losses project management office
- Price increases following Kaikoura earthquake
- Strong performance in Life



Maintain momentum and grow

Targeted growth

- Digital direct offering for Corporate Partner brands
- SME digital solutions
- Digitising the Life quoting and buying experience for advisers
- Exploring new complementary opportunities

Operational excellence

- Claims management improvements
- Real estate consolidation
- Procurement savings
- Robotics and automation



Maintain momentum and grow

David Carter

CHIEF EXECUTIVE OFFICER BANKING AND WEALTH



Elevate the
customer



Create the
Marketplace



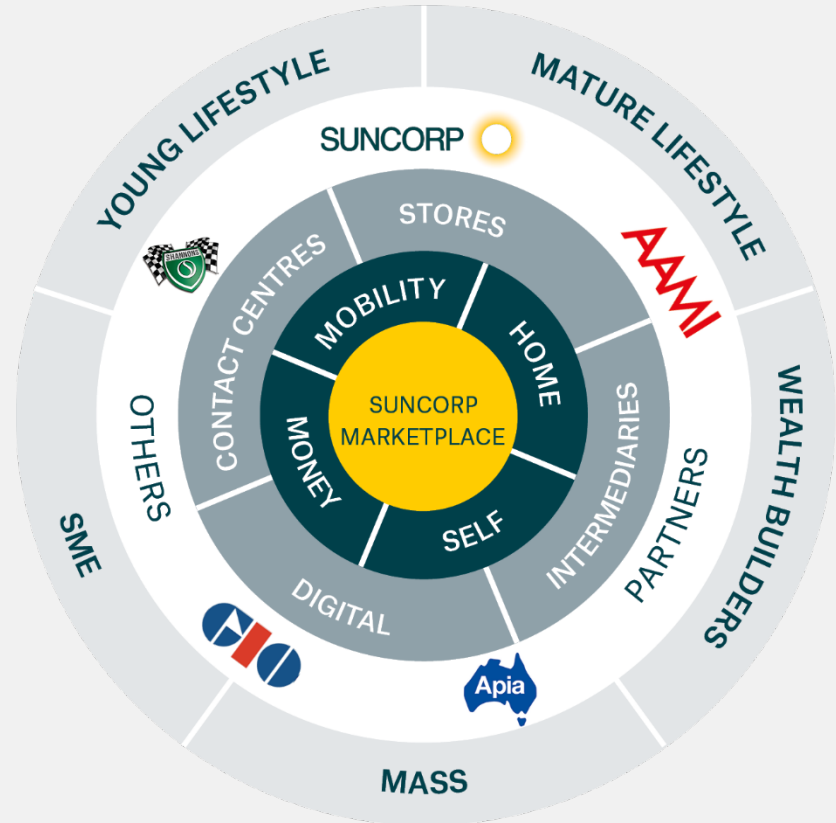
Maintain
momentum
and grow



Inspire our
people

Banking & Wealth in the Marketplace

- Balance momentum while driving innovation
- Maximise opportunities to connect customers through integrated solutions
- Leverage unique strengths to build confidence and trust with customers



Maintain momentum and grow

Portfolio optimisation

- Macro-prudential measures
- Balance sheet strength
- A+ issuer rating
- Sustainable and diversified funding base



Maintain momentum and grow

Operational excellence

- Speed up and simplify processes
- Maintain momentum on risk management
- Making it easy for customers

Customer goal	Before Centralised with legacy system	Now Decentralised with new platform
 Change their interest rate	2-3 days with 1 handoff	10 – 20 minutes with 0 handoffs, processed in real time at first point of contact
 Change their loan type	2-3 days with 1-2 handoff	1 – 1.5 hours with 0 handoffs, processed in real time at first point of contact
 Redraw cash from their loan	2-3 days with 1 handoff	15 minutes with 0 handoffs, processed in real time after form received

Maintain momentum and grow

Targeted growth

- Customer-led product innovation
- Meeting more customer needs



Summary

- Strong foundation to maintain momentum for sustainable growth
- Deepen customer relationships
- Strengthen capabilities to enhance trust and confidence





Inspire our people

Amanda Revis

CHIEF PEOPLE EXPERIENCE OFFICER



Elevate the
customer



Create the
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Maintain
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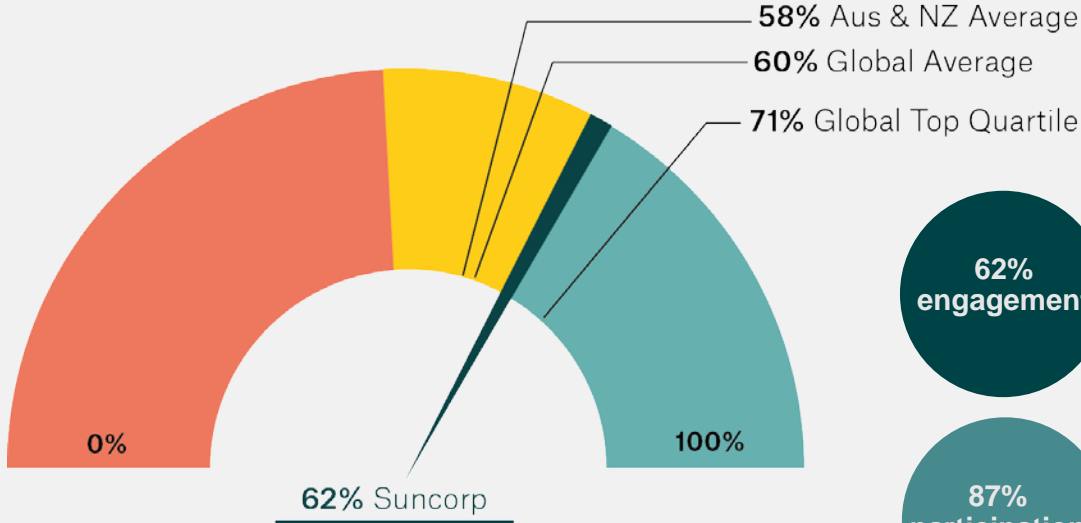
Inspire our
people

Inspire our people

49% female leaders

1.6 LTIFR

82% flexible work arrangements

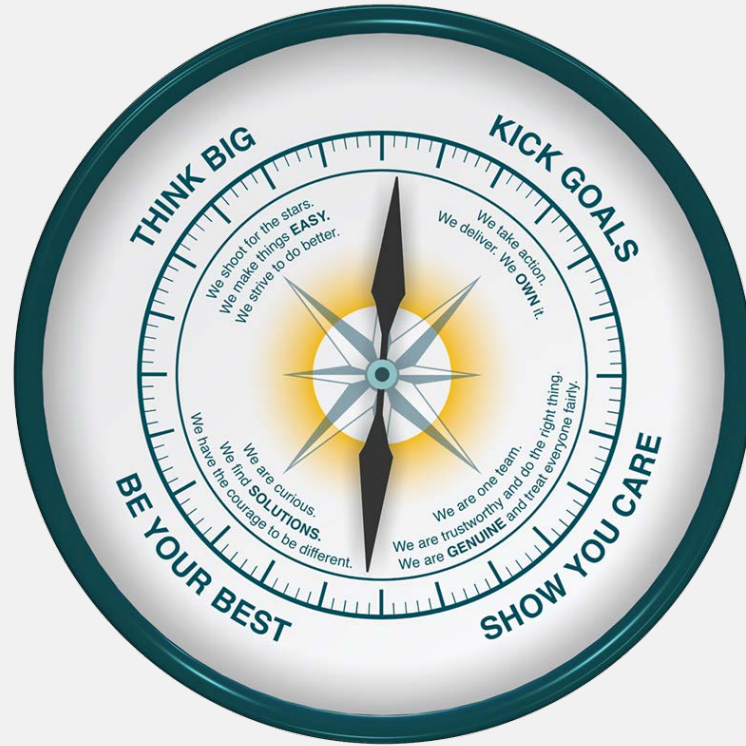


62% engagement

87% participation

Differentiated employee experience

-
- Compass behaviours
- Leadership development
- Diversity and inclusion
- Career development
- Work environment



Workforce and workspace of the future

—



Inspire our people





Steve Johnston
CHIEF FINANCIAL OFFICER

CFO update

- Business in good shape
- Improved retention
- Reinsurance reducing volatility
- Bank APS330 outlined strong credit quality and sustainable growth
- Life Optimisation and exploring strategic alternatives





Q&A

Michael Cameron, Steve Johnston, Amanda Revis
Anthony Day, David Carter and Paul Smeaton

Conclusion
Michael Cameron
