# ASX announcement

One Company Many Brands

9 October 2013

## Morgan's Queensland Conference Presentation

Attached is a copy of the presentation made at the Morgan's 2013 Annual Queensland Conference today.

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*attch.*



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# Suncorp

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**Morgans Qld Conference**

**9 October 2013**

One Company
Many Brands

# Suncorp Group

## Leading financial services brands in Australia and New Zealand

**Top 20** ASX listed company

**$17.0 billion** market capitalisation at 8 Oct 2013

**$95.9 billion** in group assets

**15,000** employees in Australia and New Zealand

**9 million** customers

**End to end ownership** of brands

# Suncorp Group business model

## Leveraging the Group's strategic assets

Drive Group competitive advantage

Cost | Customer | Capital | Culture

Corporate centre

Strengthen the core business

Bank

General Insurance

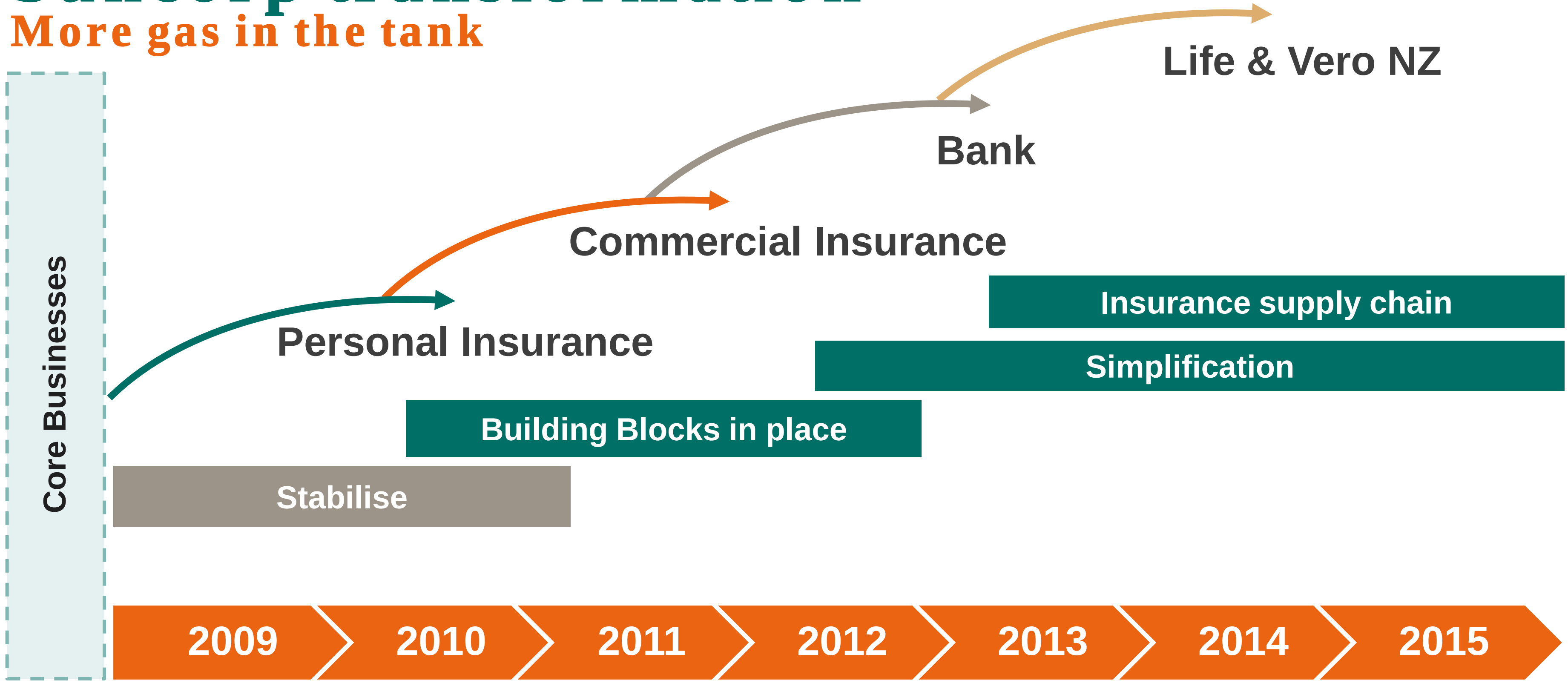
- Personal Insurance
- Commercial Insurance
- Vero NZ

Life

Shared services

# Suncorp transformation

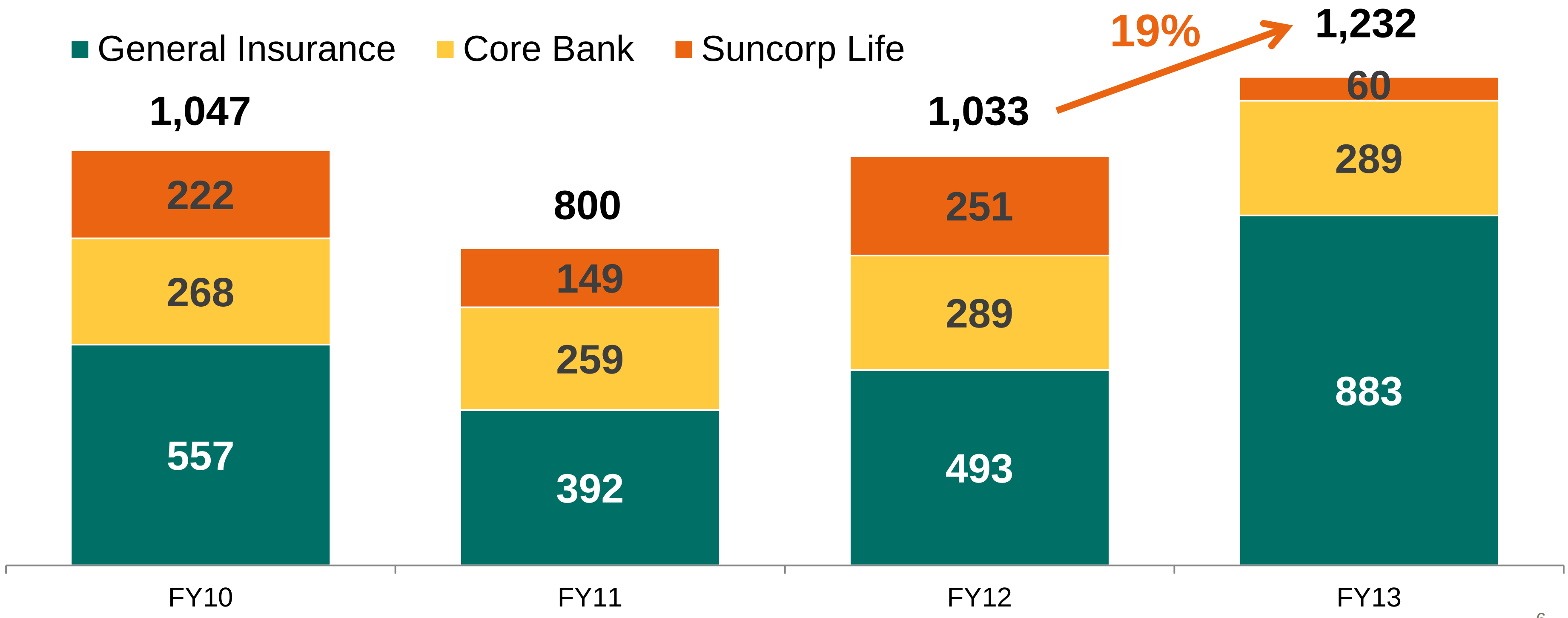
## More gas in the tank



# FY13 result overview

| | FY13 | FY12 | %Δ |
|---|---|---|---|
| General Insurance NPAT | **883** | 493 | 79.1 |
| Core Bank NPAT | **289** | 289 | - |
| Suncorp Life NPAT | **60** | 251 | (76.1) |
| **Core Business lines NPAT** | **1,232** | **1,033** | **19.3** |
| Non-core Bank | **(632)** | (263) | n/a |
| Other profit and acquisition amortisation | **(109)** | (46) | n/a |
| **Net Profit After Tax** | **491** | **724** | **(32.2)** |

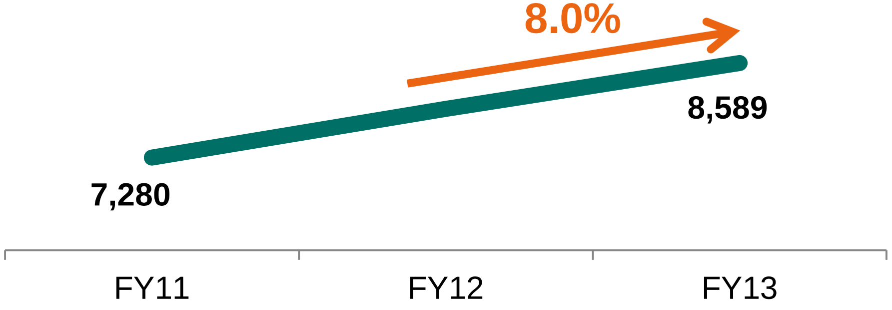
# Core business profitability
## Improved earnings (Profit after tax $m)



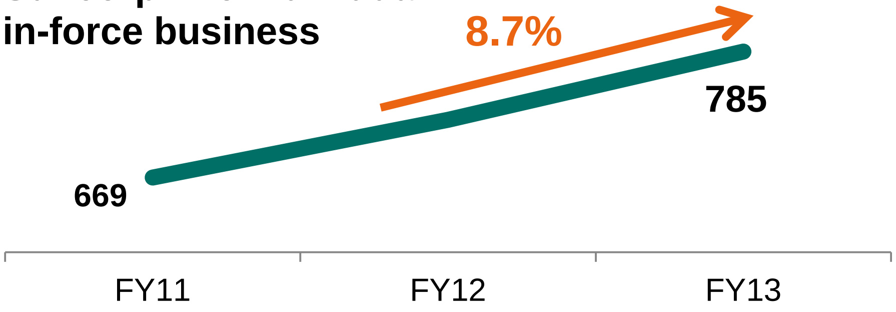
# Top line growth

## Growth across all three business lines ($m)

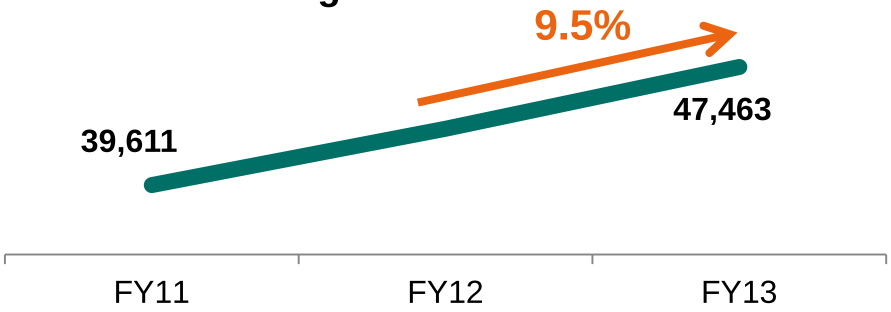
### General Insurance GWP



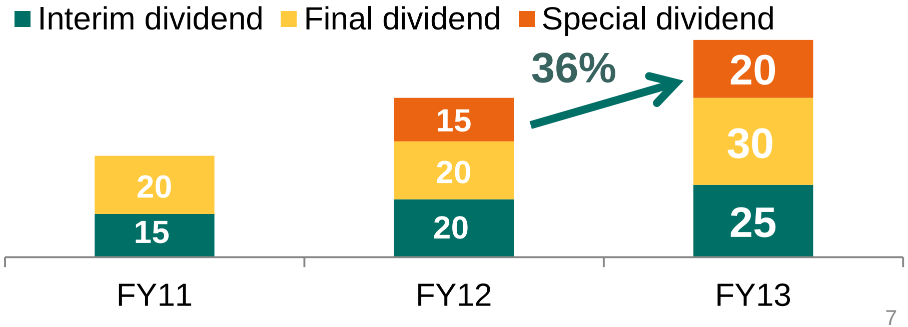

### Suncorp Life individual in-force business




### Core Bank lending assets




### Shareholder returns (cps)



# Key commitments

## One Company. Many Brands

| | |
|---|---|
| 1 | Group growth of 7% to 9% per annum over the next two years |
| 2 | Simplification benefits of $225 million in the 2015 financial year |
| 3 | ‘Meet or beat’ an underlying ITR of 12% through the cycle |
| 4 | 60% to 80% dividend payout ratio |
| 5 | Continue to return surplus capital |
| 6 | Group ROE of at least 10% in the 2015 financial year |

# Suncorp's shareholder focus

## Yield

- Dividend payout ratio of 60% to 80%
- Return surplus capital
- Organic strategy
- Focus exclusively in Australia and New Zealand
- Growth in low risk market segments
- 275 million franking credits

## Growth

- 7% to 9% per annum growth across the business lines
- Leverage the Group's 9 million customers
- Multi-brand, multi-channel approach
- Simplification benefits

# Suncorp Claims Management

## How we've been managing Queensland events

CUSTOMER RESPONSE TEAM

REPAIRLINK

**One team** - 2,500 people across Claims

**First Response trained staff** – Across Personal Insurance

**One claims system** – fully integrated mobile lodgement

**One Procurement Model** - $5b spend

**National Assessing Team** – 400 Trade Qualified

**VISA Prepaid Cards** – fast customer access to funds

**<$10,000 claims** – focus on faster settlement

**TC Yasi 2011 vs. TC Oswald 2013** - Nearly 50% faster settlement

**Reduced claims cost and improved customer satisfaction**

# General Insurance Supply Chain

## Better outcomes for customers and shareholders

### Capital S.M.A.R.T.

- 23 sites across the country
- 120,000 cars repaired per year
- $400 average cost saving per car

### Q-Plus

- 50% of Sydney metro heavy repairs
- 150 cars per week
- $500 average cost saving per car

Supply chain optimisation

### Parts joint venture

- Scale benefits
- Reduced costs
- Faster turnaround

# Q&A session

# Important disclaimer

This report contains general information which is current as at 9 October 2013. It is information given in summary form and does not purport to be complete.

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This report should be read in conjunction with all other information concerning Suncorp filed with the Australian Securities Exchange (ASX).

The information in this report is for general information only. To the extent that the information may constitute forward-looking statements, the information reflects Suncorp's intent, belief or current expectations with respect to our business and operations, market conditions, results of operations and financial condition, capital adequacy, specific provisions and risk management practices at the date of this report. Such forward-looking statements are not guarantees of future performance and involve known and unknown risks and uncertainties, many of which are beyond Suncorp's control, which may cause actual results to differ materially from those expressed or implied.

Suncorp undertakes no obligation to update any forward-looking statement to reflect events or circumstances after the date of this report (subject to ASX disclosure requirements).

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