

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.

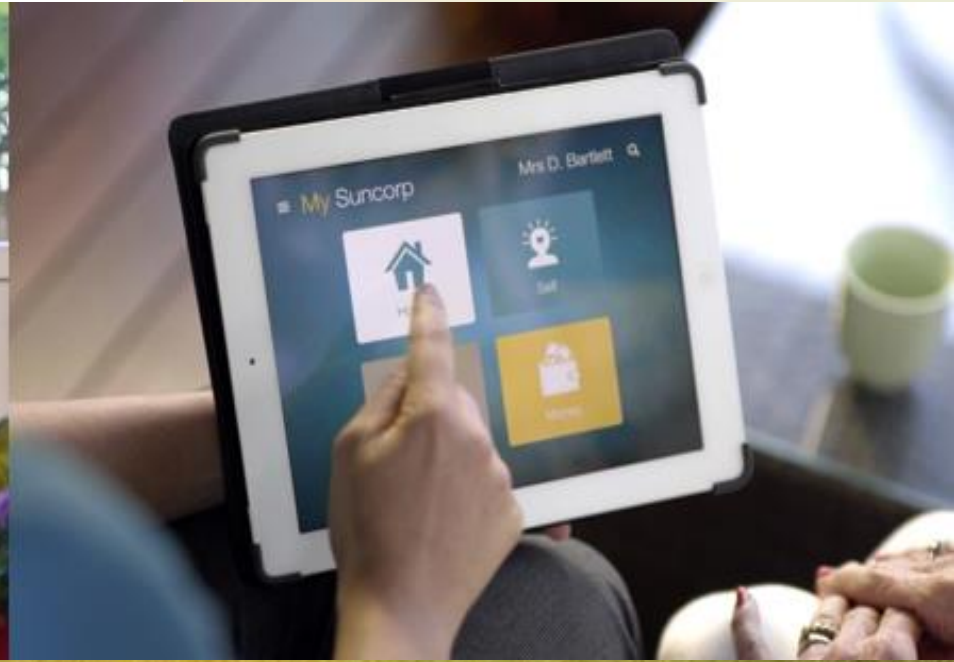
A handwritten signature in dark ink, appearing to read "Darren Solomon", written over a light yellow rectangular background.

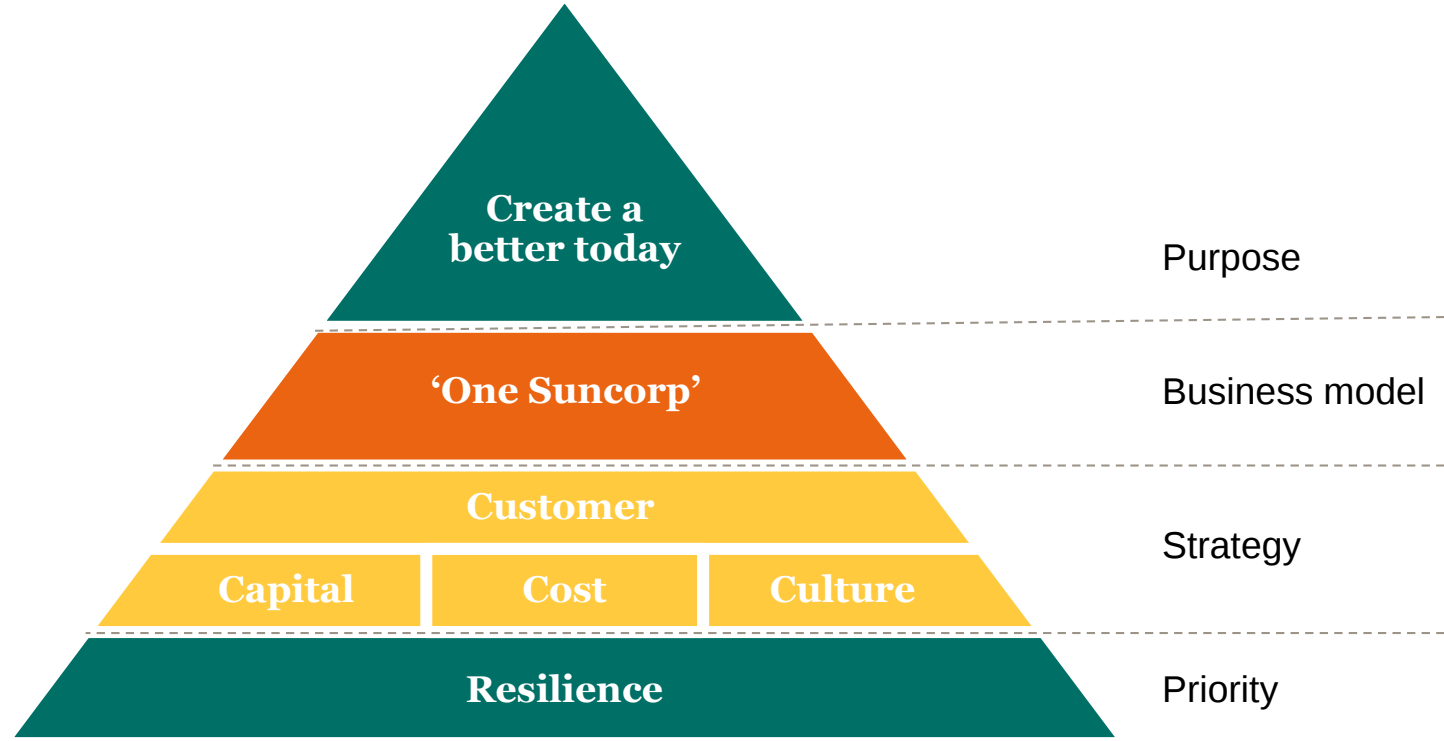
Darren Solomon
Company Secretary
Suncorp Group Limited

attch.

Suncorp Customer Strategy

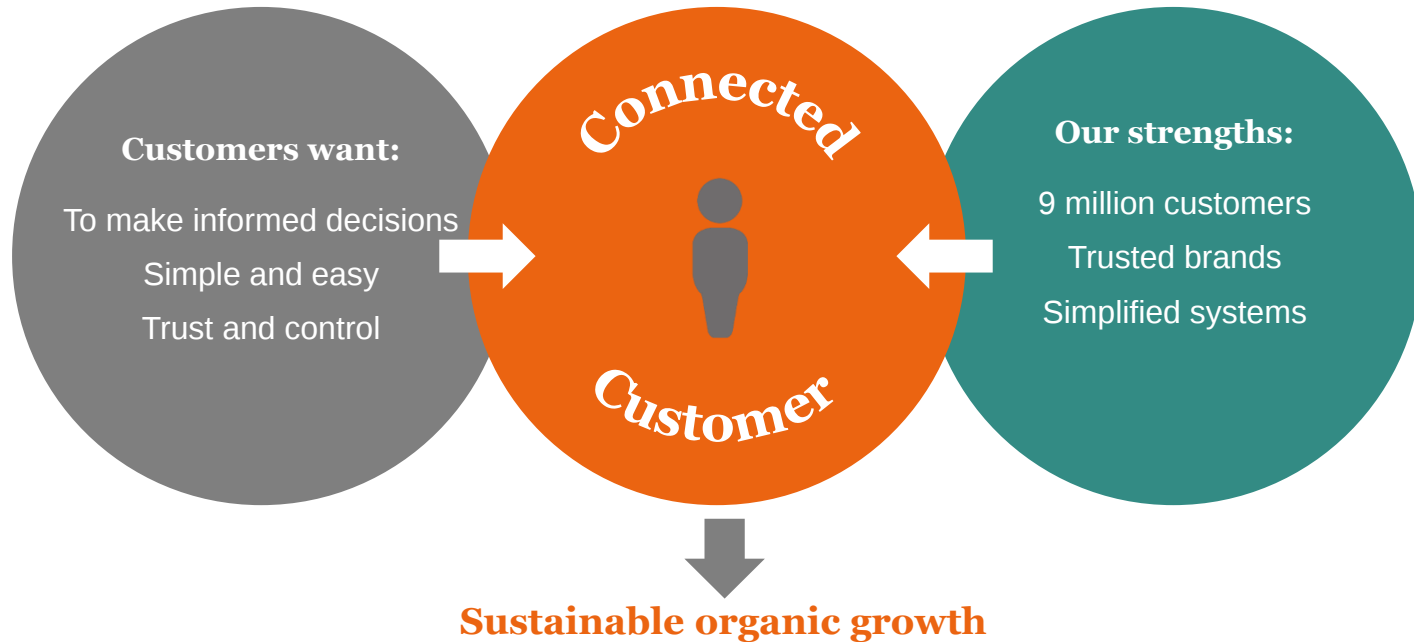
Mark Reinke
Chief Customer Experience Officer





Elevate the Customer

Creating a better today by growing customer connections



Connected Customers

Meeting more needs



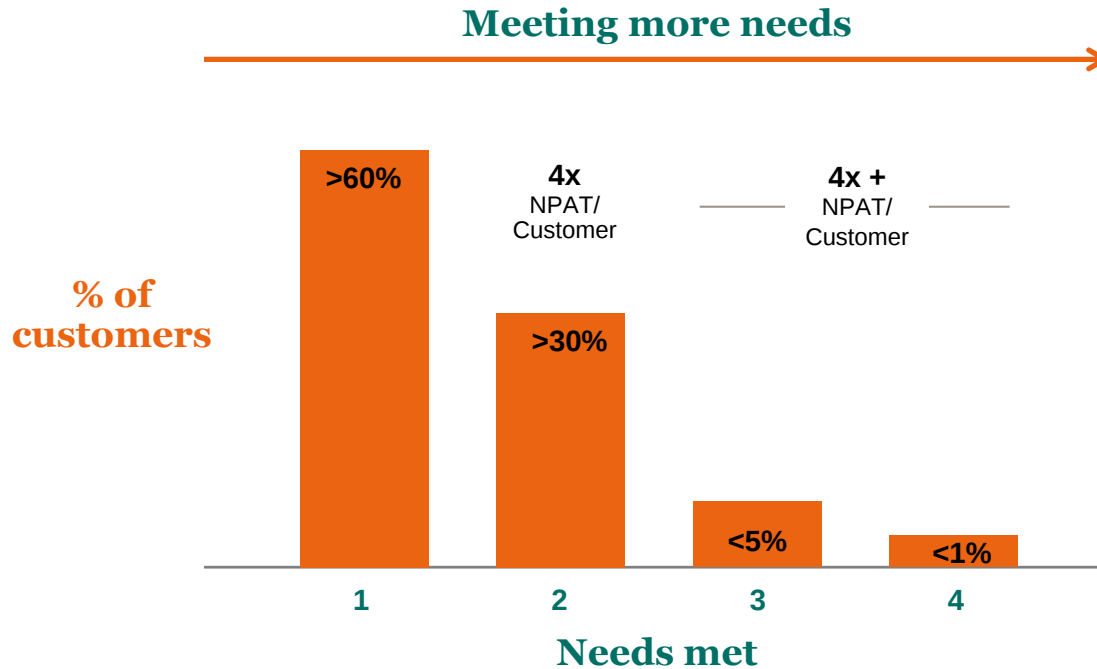
Increasing frequency of interactions



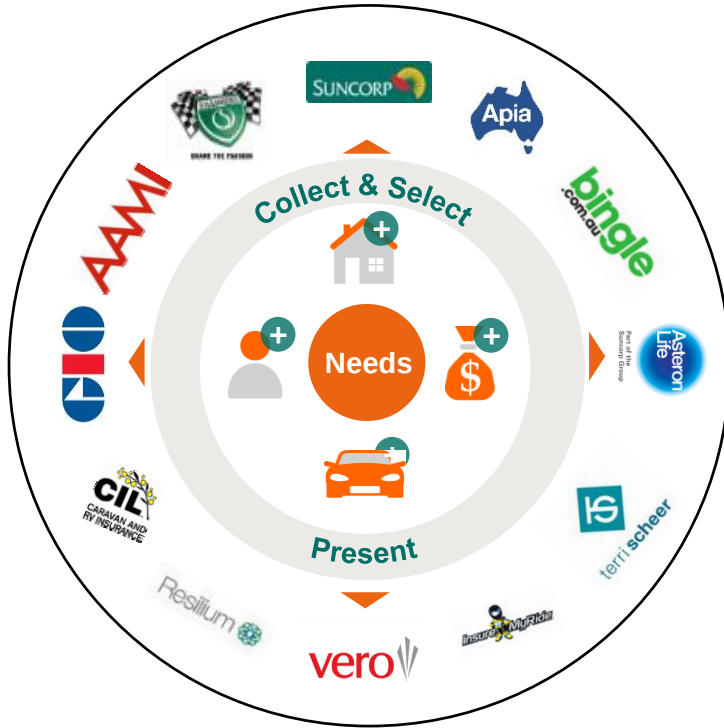
Connected = 2 or more needs met
96% retention

Connecting customers creates value

Significant growth opportunity



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



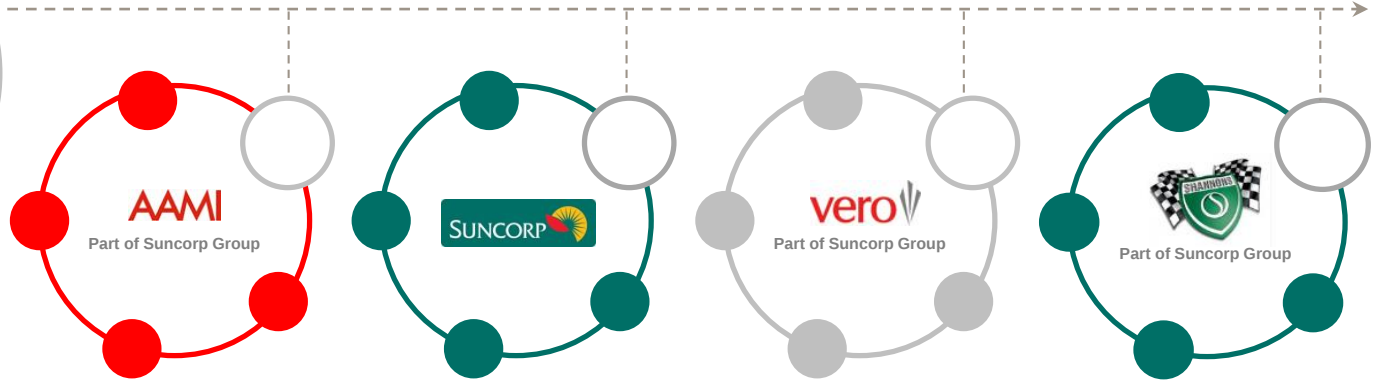
Everything in one place

Aggregated information

Decision tools

Access to solutions

Present



Strategy in action

Connecting AAMI services



Strategy in action

Online and physical stores



Morgans Queensland Investor Conference 2016
12 October 2016

Important disclaimer



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