



# NEWS RELEASE

6 April 2009

## **SUNCORP SUPPORTS MORTGAGE RELIEF PRINCIPLES**

Suncorp today said it strongly supported the mortgage relief principles outlined by the Treasurer and the ABA, which were developed to provide support for people under financial hardship.

Suncorp executive general manager lending Tim Buckett said the bank was committed to assisting its customers who might need assistance as a result of difficult economic conditions.

“Even before this financially challenging time, we have had in place a comprehensive support network to help our customers who may be in need.” Mr Buckett said.

“We encourage our customers to contact us as soon as they have a change to their financial situation.”

Mr Buckett said the bank offered a number of options to customers whose circumstances temporarily prevented them from making repayments on their loans or credit cards.

“Of course, solutions offered will differ from customer to customer, however we will work closely with our customers to ensure their requirements are met through this difficult period,” he said.

Mr Buckett said the bank was also aware that some business customers may be experiencing financial pressure in the current environment.

“Again, with business customers, not every situation is the same, and we encourage our business customers to contact their Relationship Manager to discuss any concerns they have.”

### **Who to contact for further information:**

Those experiencing financial hardship can contact the bank on 1800 225 223.

ENDS

### **Media enquiries, please contact:**

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## What is Financial Hardship?

Financial difficulty can mean something different for everyone. However, the following is a good guide if you have a loan / credit facility with us:

- you have lost your job, or have experienced a material adverse change in your employment or business operations;
- you have an unexpected illness;
- you are behind in your loan / credit card repayments;
- you think that you might be unable to make your repayments in the future due to some event.

## About Suncorp

Suncorp is one of Australia and New Zealand's largest diversified financial services providers, supplying banking, insurance and wealth management products to around 7 million customers through well-established and recognised brands such as AAMI, Australian Pensioners Insurance Agency, Shannons, Vero, Asteron and Tyndall, as well as Suncorp and GIO.

Today Suncorp is Australia's fifth largest bank and second largest domestic general insurance group, with over 16,000 staff. Suncorp has representation in 450 offices, branches and agencies throughout Australia and New Zealand.