



Senator Claire Moore

Labor Senator for Queensland



Working for Social Justice and Equality for all Queenslanders

Mr Patrick Snowball
Chief Executive Officer Suncorp
Level 18, Suncorp Centre, 3
6 Wickham Terrace, Brisbane
QLD 4000.

Dear Mr Snowball,

I would like to take the opportunity to first congratulate Suncorp on its outstanding profits for last year. Despite the impacts of the floods on Queensland and Queenslanders I see Suncorp announced an annual profit of \$483 million for 2010/11. And despite the many more claims for insurance Suncorp must have received I see your profit margin actually grew during the same period from 9% to 10.8%.

I understand from the Finance Sector Union that Suncorp have employed two Indian based outsourcing and scoping specialists, World Network Services (WNS) and Genpact to conduct a scoping exercise that threatens 1000 to 3000 jobs.

I understand Suncorp has announced it is only “seeking to simplify their business, improve the way they operate and investigate partnering opportunities” but I would like to make a number of points in the hope that you would reconsider this move.

There is no evidence that sending finance jobs overseas will improve customer service. The experience of many Australians is that an overseas workforce actually hampers delivery of efficient and professional customer service. This move is likely to impair the quality of service. Further Offshoring insurance claims puts the personal information of policy holders at risk as the information is no longer covered by the Privacy Act.

Suncorp’s commitment to consult with its employees and the FSU after a decision has been made is clearly some new definition of consultation that would better be described as a bad faith bargaining. This practice of consultation after the decision has been made is not a genuine consultation as required under the Act.

During the Global Financial Crisis, Suncorp benefited from the Government’s guarantee and the company was underwritten by the Australian taxpayer. I hope Suncorp seriously consider their obligations to the Australian community. If Suncorp is indeed the “must-have Queensland Insurance”, then they should employ the Queenslanders that support them.

I join with the Premier of Queensland Anna Bligh and call on Suncorp to discard any plans to offshore jobs.

Sincerely

Senator Claire Moore.
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