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Evan Moorhead MP

State Member for Waterford

17 November 2011

Mr Patrick Snowball
Chief Executive Officer
Suncorp
PO Box 1453
Brisbane QLD 4001

Dear Mr Snowball

I write to share my deep concern with the proposal by Suncorp to offshore insurance claims processing.

I understand from media reports that Suncorp had decided to move 50 claims processing jobs overseas and further offshoring is yet to be announced.

Suncorp has advertised its insurance products to Queenslanders as products suited to Queensland conditions. I am concerned that a decision to move these functions overseas will reduce the ability of claimants to have the unique circumstances of their claim considered in a timely and considerate way.

The experience of Australian consumers from offshoring of banking functions has seen a decline in customer satisfaction and an increase in the banking cost to consumers. I believe that Australian consumers have little faith that offshoring will provide any benefit to consumers of insurance products.

I hope that Suncorp might reconsider this decision and whether any further offshoring really is in the interests of Suncorp's customers or employees.

Yours faithfully

Evan Moorhead MP
MEMBER FOR WATERFORD