



Grace Grace MP

STATE MEMBER FOR  
BRISBANE CENTRAL

25 November 2011

Mr Patrick Snowball  
CEO  
Suncorp  
PO Box 1453  
BRISBANE QLD 4001

Dear Mr Snowball *Patrick,*

I have been a very proud and happy customer of Suncorp for many years, in fact, all of my and my family's general insurance is with Suncorp in what we consider a great Queensland Iconic Company.

I was very proud of Suncorp as a great Queensland company during our 2010 summer of disasters with many of my constituents receiving a high quality service in the handling of claims for flood victims. I believe that Suncorp's reputation for quality and speedy handling of claims is largely due to the excellent staff employed and their local knowledge regarding a variety of claims processed.

It therefore saddened me to read recently in the Australian Financial Review and elsewhere that Suncorp is currently sending many Australian and Queensland jobs overseas.

I firmly believe that this is a step in the wrong direction. I cannot count the number of times that the average member of the public complains about the lack of local contact when calls are made to companies regarding service delivery. My constituents are often appalled by the lack of local worker contact when dealing with companies and equally concerned when they learn that their private information is being processed overseas.

There is no doubt in my mind that the best form of insurance delivery for your customers is local people with local knowledge. Queensland does not need the economic impact that such a shift in employment from this State to overseas will have and clearly, Suncorp should not allow its now excellent reputation to be harmed in any way.

I strongly urge you to reconsider sending jobs overseas and to keep Suncorp jobs in Australia.

Yours sincerely

Grace Grace MP  
State Member for Brisbane Central