

7 August, 2019

Suncorp announces organisation and key personnel changes

Suncorp (ASX: SUN | ADR: SNMCY) today announces the establishment of a new Customer and Digital function. The new function will develop innovative, digital-first customer propositions, building on Suncorp's strong digital foundations.

The Customer and Digital function will have responsibility for Group, Customer and Digital Strategy; Digital Distribution; Brand and Marketing; and the Enterprise Portfolio Management Office.

Suncorp is also aligning its Australian contact centres, stores and intermediary distribution teams with its Banking and Insurance operations.

As a result of these changes, CEO Customer Marketplace Pip Marlow has decided to leave the business effective end of August.

Ms Marlow joined Suncorp in March 2017 and has held the positions of CEO Customer Marketplace and CEO Strategic Innovation.

Suncorp Acting CEO Steve Johnston said: "Pip has made a significant contribution as part of the Senior Leadership Team. She has been instrumental in creating a customer-centric culture including the way we recognise and reward our customers. She has helped embed strong digital foundations which has reshaped the way we support our customers."

"I would like to thank Pip for her strong leadership in driving innovation and change and I wish her every success in the future."

Ms Marlow said: "I'm proud of the team's achievements in driving an innovation lens and improvements in customer experiences that we've introduced to Suncorp, over nearly three years. This, together with our investment in digital has helped us adapt to changing customer needs. Suncorp is a fantastic company. It's been a privilege to have worked with so many inspiring people."

The new Customer and Digital function will be led by Lisa Harrison, who will become Suncorp's Chief Customer and Digital Officer.

"Lisa's appointment reflects the depth of talent at Suncorp. She brings deep marketing, digital and insurance domain experience to this new role," Mr Johnston said.

"The new function will leverage the proven expertise of our Technology Data and Labs team to take our customer and digital strategy to a new level, enabling us to embrace all of the opportunities that digitisation offers our customers and business."

Ms Harrison has almost 15 years' experience at Suncorp having held various executive general management roles across product, pricing, digital sales, marketing and insurance operations. She was appointed to the Senior Leadership Team in 2017 as Chief Program Excellence Officer and has been responsible for the successful delivery of the Business Improvement Program.

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Ms Harrison's Biography

- Chief Program Excellence Officer: July 2017 – August 2019
- Executive General Manager, Insurance Operations: March 2016 – June 2017
- Executive General Manager, Customer Product & Pricing: March 2014 – February 2016
- Executive General Manager, Customer Distribution, Suncorp Life: February 2013 – March 2014
- Head of General Insurance Brand and Marketing: June 2010 – January 2013

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