

HOUSE OF REPRESENTATIVES STANDING COMMITTEE ON ECONOMICS

REVIEW OF THE FOUR MAJOR BANKS AND OTHER FINANCIAL INSTITUTIONS INSURANCE SECTOR

Suncorp

SCI10QON:

CHAIR: If I may, I think you said you're investing about \$50 million for—what did you call it?—a comprehensive online experience for digital lodgement. What's the projected saving from going through this method, rather than through traditional methods?

Mr Smeaton: For clarity, it's not just \$50 million in claims lodgement and tracking; it's \$50 million across the entire claims value proposition. There's the digital experience and then there's how we manage the supply chain, how we set ourselves up for an event response and how we operationally improve our performance. So it's not just specifically on digital; it's an entire program of work across all the claims. That's the clarity. In terms of the efficiency, I don't have to hand the exact benefits that are driven out of digital lodgement and tracking, but they will be taken into account in terms of the cost of running the organisation and how that then flows into the pricing of policies.

CHAIR: Right. But, as I said, what is the expecting saving as a consequence of that investment of \$50 million across the whole of the business?

Mr Smeaton: I don't have the specifics. I'll take that on notice and come back to you.

Answer:

Suncorp's future investment in new technology will enable a faster and more efficient claims process and improved customer experiences. Priorities include:

- the use of AI and machine learning for digital lodgement and tracking of claims
- the establishment of an express claims management to self-fulfil simple claims
- the use of AI and machine learning to cash settle or auto path
- the enhancement of webchat and collaborative browsing for improved customer support.

Insurance premiums reflect a number of factors including our view of risk, inputs such as claims costs and reinsurance, as well as our operating costs.