



Media Release

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ANZ provides assistance for customers affected by floods in regional Western Australia

ANZ today announced an assistance package for customers affected by heavy flooding in Carnarvon and surrounding areas in Western Australia.

ANZ General Manager, Regional Commercial Banking, Tania Motton, said: "This is the worst flooding to hit the region in over 50 years and the damage to homes and properties is no doubt causing a lot stress to many people."

As part of its assistance package, ANZ offers to:

- suspend repayments on all loans for three months;
- waive fees associated with restructuring business loans considered necessary due to flood impacts;
- consider temporary adjustments to customer lending limits including credit cards to assist them to cope financially with unexpected costs arising from the floods; and
- waive fees associated with replacement of damaged business EFTPOS/credit card terminals.

"It's particularly tough to deal with the aftermath of a once-in-a-generation flood when large parts of WA are suffering from drought. While our immediate concern is for the safety of those in the impacted areas, we hope our assistance package will provide some financial relief for customers affected by the flooding," Ms Motton said.

ANZ customers affected by the floods are encouraged to visit their local branch if they are able or to contact their relationship manager to discuss the impact on their business or personal circumstances.

While the Carnarvon branch is open, customers can also use our phone and internet banking services, which is available to customers 24 hours a day, seven days a week by calling ANZ's call centre on 13 13 14 or by visiting anz.com

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