



## Media Release

For Release: 31 December 2010

### **ANZ provides \$1 million to Queensland flood relief**

- \$500k donation to Premier's Relief Appeal
- \$500k to long-term recovery programs
- Bank fees waived for impacted customers restructuring finances
- Home and business loan repayments suspended for three months

ANZ today announced it will donate \$1 million in response to the worsening flood crisis in large parts of Queensland as well as further measures to help customers recover from the disaster.

ANZ CEO Australia, Philip Chronican said: "It's clear the scale of this disaster has been significantly magnified since we announced our initial relief measures. Today's \$1 million donation will be put towards both the Premier's appeal and community organisations focussed on the longer term recovery or other needs."

In addition to the donation, ANZ's measures for impacted customers now include:

- Suspending repayments on all loans for three months on request;
- Waiving all bank fees for impacted customers restructuring their finances, including accessing term deposits or for damaged business EFTPOS/credit card terminals;
- Access to dedicated call-centre staff (1800 149 549) specifically trained to help customers manage finances through a crisis; and
- Temporary adjustments to customer lending limits including credit cards to assist them to cope financially with unexpected costs arising from the floods.

"It's especially difficult given many of these communities were only just beginning to recover either from recent drought or had only just got back on their feet after the major floods back in early 2009."

"We understand the impact that disasters like this have and we want our customers to know that we will stand beside them as the clean up begins. We will also continue to monitor the crisis and review our response if the situation worsens," said Mr Chronican.

Donations to the Queensland Premier's Relief Appeal can be made at any ANZ branch or through internet banking. The account details are:

Account name: Queensland Premier's Disaster Relief Appeal  
BSB: 013 265  
Account: 2491 15524

### **Branch & ATM Update**

ANZ's branches in Theodore and Emerald are both closed until further notice, while our Chinchilla branch was able to re-open today on reduced hours. Other affected branches are open but will be operating with reduced staff as the towns remain cut off. ATMs are largely unaffected and remain operational.

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. Customers can also contact ANZ's dedicated Queensland flood relief call centre consultants 24 hours a day, seven days a week on 1800 149 549.

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