



## Media Release

For release: 18 October 2010

### **ANZ provides assistance for customers affected by floods in southern New South Wales**

ANZ today announced an assistance package for customers impacted by the floods in southern New South Wales.

ANZ Managing Director Retail Distribution, Mark Hand said: "These are some of the worst floods the region has experienced in almost 70 years. It's been made especially difficult given the region has suffered from significant drought recently but we remain committed to helping our local communities during their time of need."

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.

"We hope these measures will provide some relief to our customers that have been impacted and allow them to concentrate on the clean-up without their finances causing additional stress," Mr Hand 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.

Customers are also advised to lodge any insurance claims as soon as possible by calling QBE/ING on 13 16 14.

ANZ branches and ATMs in the affected areas are open as usual. Phone and internet banking are also available to customers 24 hours a day, seven days a week by calling ANZ's call centre on 13 13 14 or by visiting [www.anz.com](http://www.anz.com)

For media enquiries contact:

Erin Kan  
Media Relations Advisor  
Tel: 03 8654 3496 or 0435 964 629  
Email: [erin.kan@anz.com](mailto:erin.kan@anz.com)

Stephen Ries  
Senior Manager Media Relations  
Tel: 03 8654 3659 or 0409 655 551  
Email: [stephen.ries@anz.com](mailto:stephen.ries@anz.com)