



## Media Release

For Release: 18 March 2015

### **ANZ provides assistance for customers impacted by Cyclone Olwyn**

ANZ today announced a financial assistance package for customers affected by Cyclone Olwyn in Western Australia.

Tania Motton, ANZ General Manager Regional Business Banking said: "Cyclone Olwyn has had a serious impact on people's lives, in particular in the town of Carnarvon where banana plantations have been dramatically damaged along with the supporting infrastructure.

"We understand that many of our customers will require financial assistance during this difficult period and we hope these measures will go some way to provide relief and support them to get back on their feet," Ms Motton said.

As part of its assistance package, ANZ offers to:

- suspend repayments on loans, including credit cards, for up to three months (with interest capitalised);
- waive fees associated with restructuring business loans considered necessary due to cyclone impacts;
- provide temporary adjustments to lending limits, including credit cards, to assist with unexpected costs;
- waive fees associated with replacement of damaged business EFTPOS/credit card terminals;
- provide early access to term deposits without incurring any fees for impacted customers; and
- affected customers with Home and Contents insurance may be eligible to receive assistance including emergency funds and temporary accommodation

ANZ customers affected by the Cyclone 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 financial hardship team on 1800 149 549 or to lodge an insurance claim, ANZ Insurance can be contacted on 13 16 14.

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