



Media Release

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Assistance for customers impacted by QLD storms

ANZ today announced a financial assistance package for customers impacted by the severe storms that occurred last Friday in south east Queensland.

Mark Hand, ANZ Managing Director Retail Distribution said: "The extreme weather in South east Queensland late last week tragically saw five people lose their lives and our deepest sympathies are with their families during this difficult time.

"The storms also caused damage to homes and businesses in the region. We have therefore announced today we are making financial assistance measures available to help our customers in Queensland," Mr Hand said.

As part of its assistance package, ANZ offers to:

- suspend repayments on loans, including credit cards, for up to three months (which may include interest capitalisation);
- waive fees associated with restructuring business loans considered necessary due to flood 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 terminal;
- provide early access to term deposits without incurring any fees for impacted customers; and
- provide assistance such as emergency funds and temporary accommodation to eligible customers with Home and Contents insurance.

ANZ's customers affected in Queensland 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 customers can call 13 16 14 or visit www.anz.com/insuranceclaims

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