



## Media Release

For release: 22 February 2016

### **ANZ announces relief package for customers impacted by Cyclone Winston - \$100,000 (AUD) donation to Red Cross; waives fees for international money transfers -**

ANZ today announced an assistance package for customers in Fiji following the devastation of Tropical Cyclone Winston as well as donating AUD\$100,000 to the Red Cross Tropical Cyclone Winston Appeal.

ANZ CEO Pacific & CEO Fiji Vishnu Mohan said: "This is one of the worst cyclones to hit Fiji destroying many towns and villages as well as damaging vital infrastructure. It will take a long time for Fiji to fully recover from this disaster and we want our customers to know that we are here ready to support them."

ANZ's customer assistance package includes:

- suspension of all home loan, personal loan and small loan repayments for 60 days;
- suspension of all banking facility repayments to commercial customers on request for an agreed period of time (with interest capitalised);
- temporary adjustments to lending limits to assist with unexpected costs;
- waiver of fees associated with restructuring business loans considered necessary due to cyclone impacts;
- early access to term deposits without incurring penalty fees;
- waiver of application fees for home or personal loans;
- waiver of fees associated with replacement of damaged EFTPOS terminals due to cyclone damage;
- waiver of International Money Transfer fee via Internet Banking from Australia and New Zealand into Fiji until 31 March 2016.

Most ANZ branches opened as usual across Fiji's network of 14 branches, with the exception of the branches in Ba, where a curfew remained in place, and at the University of the South Pacific, due to closure of the university premises.

"Customers who need assistance should contact their closest branch or call our customer helpline on 132411 as soon as possible. We also understand the importance remittances will play in the recovery which is why we have waived fees until the end of March.

"Our ATM and EFTPOS networks are steadily getting back online with the rest expected to return to normal once electricity supply is restored across the country," Mr Mohan said.

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