

News Release

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ANZ provides assistance package for customers affected by New South Wales storms

ANZ today announced financial relief measures for customers impacted by extreme weather in New South Wales.

ANZ Managing Director Retail Distribution Catriona Noble said: “Over the past two days we have seen torrential rain and flooding significantly damage homes, businesses and infrastructure across parts of Sydney. Our thoughts are with all who have been impacted by the storms.

“We hope these measures provide some financial relief for individuals and businesses impacted by the storms in New South Wales until they get back on their feet,” Ms Noble 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 customers impacted by the storms in NSW are encouraged to visit their local branch, if possible, 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 lodge an insurance claim on 13 16 14 or visit anz.com/insuranceclaims

For media enquiries contact:

Jemma Wight, 0466 383 549