

## News Release

For release: 26 September 2016

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

ANZ today announced an assistance package for customers affected by flooding of the Lachlan River in central-western New South Wales, effective immediately.

ANZ Head of Regional Business Banking New South Wales, Nick Withford said: "With hundreds evacuated from their homes and more heavy rain expected this week, this is a very difficult and uncertain time for those living in and around the southern and central west regions.

"From speaking to our customers and staff in the region, there are likely to be impacts on crops because they're under water, while other farmers are unable to get access to their livestock to get them to market for sale. We hope this assistance package will provide some relief to both individuals and businesses impacted by the floods," said Mr Withford.

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 existing 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;
- waive life insurance premiums for up to three months for eligible customers of ANZ or OnePath, a company of ANZ.

In addition, affected customers with Home and Contents insurance may be eligible to receive assistance including emergency funds and temporary accommodation.

ANZ customers requiring assistance 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. To lodge an insurance claim, customers can call 13 16 14 or visit [anz.com/insuranceclaims](http://anz.com/insuranceclaims).

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