

News Release

For Release: 13 April 2021

ANZ provides financial support for customers dealing with the aftermath of Tropical Cyclone Seroja in WA

ANZ today announced it would provide a financial support package to help customers and businesses in Western Australian regions affected by Tropical Cyclone Seroja.

The cyclone made landfall near the town of Kalbarri with gusts of up to 170km per hour late on Sunday. While it has since been downgraded, its path impacted more than 1,000km of Western Australia with reports of damaged houses, fallen trees and downed power lines.

ANZ encourages customers affected by the cyclone to contact the bank when they're ready to discuss how they can access a range of financial support measures, including:

- Pausing payments for up to three months on home loans, credit cards, personal loans and some business loans (we may still charge you interest during that period)
- Temporary interest rate reductions on lending for customers experiencing extreme financial distress
- Waiving fees for restructuring business loans
- Waiving fees for accessing term deposits early

ANZ general manager for Western Australia Kathleen Jahour said: "Cyclone Seroja has left a path of destruction in its wake that will likely affect hundreds of residents, many of whom will not yet know the full extent of the damage.

"As people begin the recovery process, we hope these relief measures we've announced today will help them as they face various challenges."

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 at anz.com.au/support/natural-disaster-support/

Customers with ANZ Home and Contents Insurance may be eligible for emergency funds and temporary accommodation.

To lodge an insurance claim, customers can call 13 16 14 or visit anz.com.au/insuranceclaims

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