

## News Release

For Release: 11 June, 2021

### **ANZ provides support package for customers affected by Victorian floods**

ANZ today announced it would provide a financial support package to help customers and businesses that have been affected by storms and floods across Victoria.

High winds and flash flooding have impacted several Victorian communities including Gippsland, with homes damaged or left without power and more rain is expected. The Victorian State Emergency Service said it was the busiest 24 hour period in its history.

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

- Short-term payment relief on home loans, credit cards, personal loans and some business loans (we may still charge you interest during that period)
- Waiving fees for restructuring business loans
- Waiving fees for accessing term deposits early

ANZ general manager for Victoria and Tasmania Cameron Home said: "These storms have left hundreds of residents affected, with significant damage to their homes or businesses. People in these communities are going to need help and support to get back on their feet."

"As our customers begin the recovery process, we hope these relief measures will assist in what is a very difficult time."

ANZ customers affected by the floods are encouraged to contact their local branch or 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/](https://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/insuranceclaims](https://anz.com/insuranceclaims)

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