

## News Release

For release: 29 October 2021

### **ANZ provides relief package for storm-affected Victorian customers**

ANZ today announced a financial assistance package for storm-affected customers in Victoria after severe winds swept across the state, damaging homes and felling trees.

Many homes and businesses were also left without power in the wake of the storm and debris was strewn across the state as people began to assess the damage.

Storm-affected Victorian customers may find they need some of the support available in ANZ's financial relief measures, including:

- 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 Victoria, Cameron Home said: "The storms have already damaged many homes and businesses with some people still recovering and without power.

"When our customers are ready, I encourage them to get in touch with us to see if our financial relief measures can help them in some way after this challenging time.

"I would also like to thank all the emergency services members and volunteers who have helped hundreds of Victorians overnight and into the weekend as they deal with the storm's impacts."

ANZ customers in storm-affected areas 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/](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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