

## News Release

For Release: 07 February 2022

### **ANZ provides bushfire relief package for Western Australia**

ANZ today announced a financial relief package for customers affected by ongoing bushfires across Western Australia's South-West, Great Southern and Wheatbelt regions, destroying multiple farms, homes, businesses, bushland and putting lives at risk.

While the immediate focus should be on their safety, ANZ encourages customers affected by the fires to contact the bank and discuss how they can access measures in the relief package, including:

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

ANZ General Manager Western Australia, Kathleen Jahour said: "These fires have already destroyed a lot of farmland and residential properties in the district, and many of the fires remain uncontained at this stage creating extremely dangerous conditions for both residents and the firefighters who put so much on the line to protect the community."

"At the appropriate time, when people are able to shift their focus to recovering and rebuilding, we hope these relief measures will help our customers as they deal with this confronting experience."

ANZ customers affected by bushfires are encouraged to visit their local branch if and when 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)

For media enquiries contact:

Claudia Filer; +61 401 777 324

Nick Higginbottom, +61 403 936 262