

News Release

For Release: 26 February 2022

ANZ provides flood relief package for South-East Queensland and New South Wales

ANZ today announced a financial relief package for customers affected by significant flooding across south-east Queensland and parts of northern New South Wales with severe weather systems continuing to threaten more damage.

While affected customers' immediate attention needs to be on safety and the protection of their property, ANZ encourages customers affected by the flooding to contact the bank at an appropriate time and discuss how they can access relief package measures, 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 Queensland, Jacqueline Auf der Maur said: "Severe weather across much of south-east Queensland and northern New South Wales has created a very serious and destructive situation with some people sadly having already lost their lives.

"We urge everyone in the affected areas to stay safe and look after each other, including all the brave emergency services personnel, as it seems we are unfortunately not yet through this event.

"When the time is right, ANZ will be there to help and we encourage customers to contact us when they are ready so we can provide some support through this devastating time."

ANZ customers affected by flooding are encouraged to contact ANZ's dedicated financial hardship team on 1800 149 549 or at anz.com.au/support/natural-disaster-support/

They can also 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 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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