

# News Release

For Release: 14 October 2022

## **ANZ supports customers affected by floods**

ANZ today announced customers and businesses impacted by recent floods in Victoria, New South Wales and Tasmania will have access to a financial support package to help them begin their recovery.

As parts of Australia's East coast have faced heavy rain this week, ANZ is offering immediate financial help for customers who have been affected by flooding.

A range of financial support measures are available for ANZ customers affected by the floods, 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 and Tasmania, Cameron Home said: "The recent wide-spread flooding across Victoria, New South Wales and Tasmania has impacted many homes and businesses and at this time it is important for people to continue to monitor the ongoing situation and stay safe."

"We recognise there are challenges ahead and we are here to offer immediate financial help to our customers in what is a very difficult time."

ANZ customers affected by flooding can 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 can also visit their local branch if they are able to, or to contact their relationship manager to discuss the impact on their business or personal circumstances.

Customers with ANZ Home and Contents Insurance, may also 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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