

## News Release

For Release: 14 April 2023

### **ANZ provides financial support for customers in Western Australia affected by Tropical Cyclone Ilsa**

ANZ today announced it would provide a financial support package to help customers and businesses in the Western Australian regions affected by Tropical Cyclone Ilsa.

A range of immediate financial support measures are available for ANZ retail and business customers affected by the cyclone, 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 Western Australia, Kathleen Jahour said: "We are thinking of those impacted by Tropical Cyclone Ilsa overnight and over the coming days.

"We have specialist staff available to discuss how we can support our customers during this time, including short-term payment relief on a range of products, such as home loans and some business loans.

"Our Port Hedland branch is open and our dedicated staff are available to assist the community."

ANZ customers affected by the cyclone 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 can 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.au/insuranceclaims](https://anz.com.au/insuranceclaims).

These measures to support businesses and customers impacted by Tropical Cyclone Ilsa follow financial support ANZ announced in January for flood-affected customers in the Kimberley.

For media enquiries contact:

Lachlan McNaughton, +61 457 494 414