

## News Release

For Release: 18 December 2023

### **ANZ supports customers affected by floods in Far North Queensland**

ANZ today announced customers and businesses impacted by ex-Tropical Cyclone Jasper in Far North Queensland will have access to a customer relief package to help them begin their recovery.

A range of financial support measures are available for ANZ customers affected by the heavy rains and flooding, including:

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

ANZ General Manager Queensland, Jackie Auf der Maur, said: "We understand the challenges many local businesses and households may be facing at this difficult time, and are here to support our customers with immediate financial help.

"When they are ready, I encourage our customers to connect with us if they need assistance. We have specialist staff available to discuss support measures including short-term payment relief on a range of products, such as home loans and some business loans.

"I would also like to thank all the emergency services members and volunteers who have helped hundreds of Queenslanders."

ANZ customers affected by the floods 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 once usual operations commence, or they 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/insuranceclaims](https://anz.com/insuranceclaims)

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