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Support for customers impacted by North Queensland monsoon floods

ANZ has announced disaster relief support is available for customers impacted by monsoon floods in North Queensland.

As rainfall persists and flood warnings remain in place, ANZ remains dedicated to supporting communities as they navigate recovery in the face of this ongoing challenge. ANZ can provide a range of support measures for those impacted, 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
- Also, those with ANZ Home and Contents Insurance may be eligible for emergency funds and temporary accommodation.

ANZ Group Managing Director, Queensland, Bruce Rush said: "The heavy weather has already affected homes, businesses, and infrastructure across North Queensland, with rainfall and flooding continuing to pose further risks.

"The safety of our customers and colleagues is our highest priority, and we will continue to monitor the event as it progresses.

"Our relief package is here to provide essential support and financial relief, giving customers a sense of stability and peace of mind as they navigate uncertainty and begin to rebuild," Mr Rush said.

Customers affected can learn more about ANZ's relief package, including how to apply, at <https://www.anz.com.au/support/natural-disaster-support/> or by contacting ANZ's dedicated financial hardship team on 1800 149 549.

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 <https://www.anz.com.au/personal/insurance/make-a-claim/>.

ANZ customers can visit <https://www.anz.com.au/locations/> to view which local branches are open or may be temporarily closed.

For media enquiries contact:

Lachlan McNaughton
Head of Media Relations
Tel: +61 457 494 414