



Media Release

Regional, Rural & Small
Business Banking
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ANZ's assistance package available for customers affected by Queensland storms

ANZ today reminded customers about the assistance package available for those impacted by rising water levels from the Queensland storms which are affecting the majority of the State.

ANZ Managing Director Regional, Rural and Small Business Banking, Mr Rob Goudswaard said: "We are concerned the floods are continuing to have a dramatic effect on local communities, in particular impacting farms and businesses which are important to the sustainability of many regional communities. We understand this is a very tough time and we will continue to support our customers who may be experiencing difficulty."

ANZ customers who are affected by storms and flooding are encouraged to contact their local ANZ branch as soon as practical to discuss the impact of the flood on their business or personal circumstances. ANZ will offer to:

- suspend repayments on all loans for three months
- waive fees associated with restructuring business loans considered necessary due to storm and flooding impacts
- waive early withdrawal costs for term deposits
- consider temporary adjustments to customer lending limits including credit cards to assist them to cope financially with unexpected costs arising from the storms and flooding
- waive fees associated with replacement of damaged business EFTPOS/credit card terminals.

Mr Goudswaard said ANZ Emerald branch was currently closed due to the impact from the floods however he expected the branch would reopen later this week and apologised to customers for the inconvenience this could cause during this time.

"The nearest ANZ branches for Emerald customers are located in Blackwater, Clearmont and Springsure, however we understand customers may experience difficulty travelling due to the floods. In the meantime, there are two other ANZ ATMs in Anakie Street Emerald available for customers 24 hours a day," Mr Goudswaard said.

All other ANZ branches in Queensland are open as usual and phone and internet banking are available to customers 24 hours-a-day, seven-days a week by calling 13 13 14 or visiting www.anz.com

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