



Media Release

For Release: 29 December 2009

ANZ provides assistance for customers affected by SA bushfires

ANZ today announced an assistance package for customers affected by bushfires in Port Lincoln and surrounding areas.

Port Lincoln Branch Manager Sara Daniell said: "This is the second time in a year that bushfires have destroyed homes and other property in the Port Lincoln area. We know this is a challenging time for local residents and we want to offer our support to customers who may be distressed and experiencing difficulty."

ANZ customers who are affected by the bushfires are encouraged to contact their local ANZ branch or relationship manager to discuss the impact of the fire on their business or personal circumstances.

As part of its assistance package, ANZ will offer to:

- suspend repayments on all loans for three months;
- waive fees associated with restructuring business loans considered necessary due to fire 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 fires;
- waive fees associated with replacement of damaged business EFTPOS/credit card terminals.

"We are committed to helping our local community and want to provide some relief for individuals and businesses that have been impacted by the extreme conditions," Mrs Daniell said.

All ANZ branches and ATMs in the affected areas are open as usual. Phone and internet banking are available to customers 24 hours-a-day, seven-days a week by calling 13 13 14 or visiting anz.com.

For media enquiries contact:

Vanessa O'Shaughnessy
Manager, Media Relations
Tel: 03-8654 3651 or 0466 153 272
Email: Vanessa.O'Shaughnessy@anz.com