



Media Release

For Release: 5 March 2012

ANZ provides assistance for customers affected by the NSW and VIC floods

ANZ today announced it has put in place special relief measures for customers who are affected by the heavy floods in parts of Southern NSW and North-Eastern Victoria.

ANZ General Manager Regional Commercial Banking, Tania Motton said: "Thousands of people across NSW and Victoria have again been forced to leave their homes, with many bracing for the effect of rising waters.

"Many of our customers don't yet know the extent of the damage to their homes or businesses. However we recognise that every customer's personal circumstances will be different and we encourage those affected to make contact to talk about their individual needs and their ability to service their commitments," Ms Motton said.

The relief measures could include:

- Making reduced payments or suspending repayments on loans and credit cards for an agreed period of time (with interest capitalised);
- Applying for temporary adjustments to lending limits to assist with unexpected costs;
- Accessing term deposits early without incurring penalty fees;
- Restructuring finances or applying for new home or personal loans without incurring the usual application fees; and
- Waiving fees associated with the replacement of damaged business EFTPOS/credit card terminal.

The ANZ branch in Narrandera NSW is currently closed, while all other ATMs and branches are open.

ANZ customers affected by the floods are encouraged to contact their relationship manager or ANZ's dedicated financial difficulty team to discuss the impact on their business or personal circumstances.

Customers impacted by the floods can call ANZ's dedicated financial difficulty hotline between 8am – 7pm, seven days a week on 1800 149 549, or they can also use our phone and internet banking services, which are available 24 hours a day, seven days a week on 13 13 14 or by visiting anz.com. OnePath customers can call 13 16 14 or visit us online at www.anz.com.au/personal/insurance/.

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