



Media Release

For Release: 10 January 2013

ANZ extends assistance for customers affected by bushfires

- donates \$100,000 to support relief efforts in Tasmania -

Following its announcement on Sunday of a package of measures to assist customers impacted by the Tasmanian bushfires, ANZ today announced it has extended its assistance package for customers affected by bushfires across Australia.

ANZ also said today it will donate \$100,000 to the Australian Red Cross Tasmanian Bushfire appeal to support relief efforts in Tasmania.

ANZ Managing Director, Retail Distribution, Mark Hand, said: "Outside of Tasmania, it appears that the number of homes lost so far has not been as high as it might have been thanks to the tremendous work of the CFA.

"However, we are not out of danger yet and we know that many of our customers have already been impacted by this week's events, whether it is through lost stock, crops, or property. We want them to know that we're ready to provide them with the financial support they need to get back on their feet," Mr Hand said.

ANZ encourages any customers whose home, income or business has been affected to make contact if they need financial support. Relief measures available include:

- suspending loan repayments;
- waiving fees associated with restructuring business loans considered necessary due to bushfire impacts;
- considering temporary adjustments to customer lending limits including credit cards to assist them to cope financially with unexpected costs arising from the fires; and
- waiving fees associated with replacement of damaged business EFTPOS/credit card terminals.

"Our immediate concern will always be for the safety of those in the impacted areas, but we hope our assistance packages provide some financial relief for customers affected by the fires," said Mr Hand.

Anyone wishing to donate to Tasmanian relief efforts can support the Australian Red Cross appeal at <http://redcross.org.au/tasmanian-bushfires-appeal-2013.aspx>.

Customers can also contact ANZ's dedicated financial hardship team 24 hours a day, seven days a week on 13 13 14. ANZ Insurance can be contacted on 13 16 14.

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