



Media Release

For Release: 22 April 2015

Assistance for customers impacted by NSW storms

ANZ today announced financial relief measures for customers impacted by cyclonic weather along the east coast of New South Wales.

Mark Hand, ANZ Managing Director Retail Distribution said: "Over the past two days we have seen torrential rain and flooding with significant damage to homes, businesses and infrastructure around Sydney, the central coast and Hunter regions.

"Our thoughts go out to all who are experiencing difficult times, especially the families of those who have lost loved ones.

"We hope this assistance package provides some relief to our NSW customers and allows them to access funds needed to help them get back on their feet," Mr Hand said.

As part of its assistance package, ANZ offers to:

- suspend repayments on loans, including credit cards, for up to three months (which may include interest capitalisation);
- waive fees associated with restructuring business loans considered necessary due to flood impacts;
- provide temporary adjustments to lending limits, including credit cards to assist with unexpected costs;
- waive fees associated with replacement of damaged business EFTPOS/credit card terminal;
- provide early access to term deposits without incurring any fees for impacted customers; and
- provide assistance such as emergency funds and temporary accommodation to eligible customers with Home and Contents insurance.

ANZ's customers affected in NSW are encouraged to visit their local branch if they are able or to contact their relationship manager to discuss the impact on their business or personal circumstances.

Customers can also contact ANZ's dedicated financial hardship team on 1800 149 549 or to lodge an insurance claim customers can call 13 16 14 or visit www.anz.com/insuranceclaims

Some branches and business centres in NSW are currently closed; these include Bateau Bay New Lambton, Toronto, Charlestown, Albion Park, Cessnock, Hamilton, Lake Haven, Rhodes, Cronulla and Maitland Business Centre. To find an alternative branch please visit www.locate.anz.com/anz/australia

For media enquiries:

Phoebe O'Sullivan
Media Relations Officer
Tel: +61 3 8655 5774
Email: phoebe.o'sullivan@anz.com