



## Media Release

For Release: 8 January 2016

### **ANZ activates relief package for customers impacted by bushfires in Western Australia**

ANZ today announced a financial assistance package for customers impacted by bushfires south of Perth in Western Australia.

ANZ General Manager Retail Branch Network SA/WA Michael Wake said: "It's been confirmed today that the township of Yarloop has been left devastated by the bushfires with more than 95 homes destroyed. Our thoughts go out to all who are close to the situation, particularly those with missing loved ones, and who have lost their homes and businesses."

ANZ Head of Regional Business Banking Western Australia Brent Searle said: "We understand from authorities that the threat is far from over with a number of nearby towns and rural properties still under serious threat. This is a very difficult time for some of our staff and customers in Western Australia so we hope this assistance package provides them with the financial relief and support they need."

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 bushfire impacts;
- provide temporary adjustments to existing 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
- affected customers with Home and Contents insurance may be eligible to receive assistance including emergency funds and temporary accommodation.

ANZ's customers affected in Western Australia 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 [anz.com/insuranceclaims](http://anz.com/insuranceclaims)

People wanting to help can donate to the Foundation for Rural and Regional Renewal (FRRR) by texting 'support' to 0400 662 662 or visiting [www.shoutforgood.com](http://www.shoutforgood.com)

For media enquiries:

Phoebe O'Sullivan  
Media Relations Advisor  
Tel: +61 3 8655 5774 / +61 466 533 682  
Email: [phoebe.o'sullivan@anz.com](mailto:phoebe.o'sullivan@anz.com)