

## News Release

For release: 7 June 2016

### **ANZ extends relief package for storms affecting the eastern states of Australia and Tasmania**

ANZ has extended its storm relief package to Queensland, Australian Capital Territory, Victoria and Tasmania following yesterday's announcement supporting customers in New South Wales.

ANZ Managing Director Retail Distribution Catriona Noble said: "The full impact of this storm is becoming clearer with extensive damage to homes, infrastructure and businesses across the Eastern States.

"We hope this package will help ease some of the financial burden for those impacted. Our thoughts go out to everyone affected by these storms; especially the families of those who have tragically lost their lives."

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 customers impacted by the storms are encouraged to visit their local branch, if possible, 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 lodge an insurance claim on 13 16 14 or visit [anz.com/insuranceclaims](http://anz.com/insuranceclaims).

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