

News Release

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ANZ helps South Australians affected by floods

ANZ today announced it is extending its flood support package to now help businesses and customers impacted by flooding in South Australia.

As businesses, farmers and homeowners are continuing in the recovery effort, ANZ is offering immediate financial help for customers who have been affected by the flooding.

A range of financial support measures are available for ANZ customers affected by the floods, including:

- Short-term payment relief on home loans, credit cards, personal loans and some business loans (we may still charge you interest during that period)
- Waiving fees for restructuring business loans
- Waiving fees for accessing term deposits early

ANZ General Manager South Australia, Kathleen Jahour said: "We understand the challenges many South Australian businesses and households may be facing as a result of the recent flooding across the state and we are here to support our customers with immediate financial help at this difficult time."

"With more flooding expected over the coming weeks, the safety of all residents in flood-affected areas remains a priority, but when customers are ready we are here to help them rebuild and recover."

ANZ customers affected by flooding can contact ANZ's dedicated financial hardship team on 1800 149 549 or at anz.com.au/support/natural-disaster-support/.

Customers can also visit their local branch if they are able to, or to contact their relationship manager to discuss the impact on their business or personal circumstances.

Customers with ANZ Home and Contents Insurance, may also be eligible for emergency funds and temporary accommodation.

To lodge an insurance claim, customers can call 13 16 14 or visit anz.com/insuranceclaims.

Last month, ANZ announced support for flood-affected customers in Victoria, New South Wales and Tasmania to help them in their recovery.

Our support continues as many towns are still grappling with the ongoing impact from floods and adverse weather.

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