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## Support for customers impacted by Victorian bushfires

ANZ has announced disaster relief support is available for customers impacted by bushfires in Victoria.

With challenging fire conditions across the state, ANZ is committed to supporting Victorian communities in the coming days and during the recovery ahead. ANZ can provide a range of support measures for those impacted, 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
- Also, those with ANZ Home and Contents Insurance may be eligible for emergency funds and temporary accommodation.

ANZ General Manager, Victoria, Kathleen Jahour said: "This is a critical time for communities as fires are impacting homes, businesses, and infrastructure across Victoria.

"Our support package offers impacted customers essential financial relief and support as they navigate uncertainty in these challenging conditions.

"As Victoria faces fire warnings across the state, with lightning and high winds continuing to pose further risks, the safety of our customers and team members remains our top priority. We continue to closely monitor the situation as it develops," Ms Jahour said.

Customers affected can learn more about ANZ's relief package, including how to apply, at <https://www.anz.com.au/support/natural-disaster-support/> or by contacting ANZ's dedicated financial hardship team on 1800 149 549.

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 <https://www.anz.com.au/personal/insurance/make-a-claim/>.

ANZ customers can visit <https://www.anz.com.au/locations/> to view which local branches are open or may be temporarily closed.

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