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ANZ support for customers impacted by Tropical Cyclone Alfred in Queensland and New South Wales

ANZ today announced the activation of a relief package for customers who may be impacted by Tropical Cyclone Alfred across Queensland and New South Wales in coming days.

Ahead of the cyclone's arrival, which is expected to bring heavy winds and flash-flooding, ANZ is committed to helping these communities prepare for recovery and strengthen their resilience during this challenging time. 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 Queensland and Northern Territory, Jackie Auf der Maur said: “The anticipated cyclone threatens to impact homes, businesses, and infrastructure across south-east Queensland and northern New South Wales.

“Our customers' and colleagues' safety is our top priority, and we urge them to stay vigilant and keep monitoring the situation as it unfolds.

“Given the likely impacts of Alfred, we wanted to provide our customers early notice of our relief measures, so that we offer the essential support and reprieve needed as they navigate this uncertain time.

“Following government advice and to ensure the safety of our staff, ANZ will close branches in the warning zone on Thursday 6 March and Friday 7 March. It is also likely that we will see further disruptions to ANZ branches in the affected regions, and urge customers to visit our website for regular updates on the branch banking support available.

“We will continue to monitor the situation as it develops, so we can continue to respond and support our customers and staff in the coming days,” Ms Auf der Maur said.

ANZ customers can visit anz.com.au/locations/ to view which branches are open or temporarily closed due to the cyclone's impact.

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

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.au/insuranceclaims.

For media enquiries contact:

Lachlan McNaughton
Head of Media Relations
Tel: +61 457 494 414

Alexandra Cooper
Media Relations Manager
Tel: +61 481 464 230