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## Update on ANZ services and support following Ex-Tropical Cyclone Alfred

ANZ today confirmed that the majority of its branches in Southeast Queensland and Northern New South Wales will reopen today following the impacts of Ex-Tropical Cyclone Alfred over the weekend.

Of the 55 branches closed on Thursday and Friday, 37 will reopen today, with 130 ATMs operational across the region. ANZ also stands ready to supplement ATM availability with mobile ATMs if required.

ANZ General Manager Australian Branch Network, Cameron Home said: “We are pleased that the majority of our branches are able to reopen today, so we can continue to support our customers with their banking needs.

“We will continue to work to reopen the remaining closed branches as quickly as possible, but will be focused on ensuring the safety of our customers and colleagues as we do so. Customers can check their local branch’s status, opening hours and available services on our website, while the ANZ App and Internet Banking remain available for customers to complete many of their banking needs.

“While Ex-Tropical Cyclone Alfred has continued to reduce in severity, we know its effects will continue to be felt for sometime, including with ongoing severe weather and flooding.

“Last week we pre-deployed mobile ATMs to Brisbane and northern NSW, and we stand ready to move them to the communities that may be hardest impacted, such as having limited access to power and telecommunications for an extended period.

“On 5 March 2025 ANZ activated a relief package for customers who may be impacted by the effects of Ex-Tropical Cyclone Alfred. We urge customers who may be facing challenges to contact us early, so we can work with them to help support their individual circumstances. ANZ customers with ANZ Home and Contents Insurance who have been impacted may also be eligible for emergency support.

“We will continue to assess the situation over the coming days, so we can continue support our customers and staff as the impacts continue to be felt,” Mr Home concluded.

ANZ’s relief package for customers who may be impacted by Ex-Tropical Cyclone Alfred in Queensland and New South Wales includes 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 customers can visit <https://www.anz.com.au/locations/> to view which branches are open or temporarily closed due to the cyclone's impact. Customers can complete most of their banking needs via the ANZ App and Internet Banking, and learn more about other ways they can complete their banking at <https://www.anz.com.au/support/>.

Customers affected can contact ANZ’s dedicated financial hardship team on 1800 149 549 and learn more, including how to apply, at <https://www.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 <https://www.anz.com.au/personal/insurance/make-a-claim/>.

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