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ANZ supports customers affected by North Queensland flooding

ANZ today announced customers and businesses impacted by the flooding in North Queensland will have access to a disaster relief package to help them begin their recovery.

As entire communities continue to be impacted by this significant weather event, ANZ is offering immediate assistance for customers who have been affected.

A range of 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
- Also, those with ANZ Home and Contents Insurance may be eligible for emergency funds and temporary accommodation.

ANZ General Manager Queensland, Jackie Auf der Maur said: “The impact of the flooding on homes, businesses and infrastructure is widespread. At this time it is important for people to continue to monitor the ongoing situation.”

“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

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