



Media Release

For Release: 3 February 2012

ANZ provides assistance for customers affected by floods in northern NSW and south west Qld

ANZ today announced it has put in place special relief measures for customers who are affected by the floods in northern New South Wales and south west Queensland.

ANZ General Manager Regional Commercial Banking, Tania Motton, said: "The NSW country town of Moree is preparing for its worst floods in more than three decades, with thousands of people being evacuated from their homes and businesses.

"The south west Queensland inland area of Mitchell is also seeing a disaster situation unfolding with flood waters expected to reach record levels. This is an incredibly difficult time for the residents, and our staff are locals themselves so they understand the impact this flood is having on the community.

"We recognise that every customer's personal circumstances will be different, and we encourage those affected to call us or visit a branch to talk about their individual needs and their ability to service their commitments," Ms Motton said.

The relief measures could include:

- Making reduced payments or suspending repayments on loans and credit cards for an agreed period of time (with interest capitalised);
- Applying for temporary adjustments to lending limits to assist with unexpected costs;
- Accessing term deposits early without incurring penalty fees;
- Restructuring finances or applying for new home or personal loans without incurring the usual application fees
- Waiving fees associated with the replacement of damaged business EFTPOS/credit card terminal

ANZ customers affected by the floods are encouraged to contact their relationship manager or ANZ's dedicated financial difficulty team to discuss the impact on their business or personal circumstances.

Customers can call ANZ's financial difficulty team on 1800 252 845, or they can also use our phone and internet banking services, which is available 24 hours a day, seven days a week on 13 13 14 or by visiting anz.com

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