



## Media Release

For Release: 6 January 2013

### **ANZ provides assistance for customers affected by the Tasmanian bushfires**

ANZ today announced an assistance package for customers affected by the bushfires currently impacting Tasmania.

ANZ Managing Director, Retail Distribution, Mark Hand, said: "The full extent of damage caused by the fires is still unclear, however we know there has been extensive loss of property in Dunalley, Primrose Sands and the wider Murdunna area.

"We will look to support Government assistance measures as they become available, but right now we want all our customers impacted to know that we're ready to provide them with the financial support they need to get back on their feet," said Mr Hand.

ANZ encourages any customers whose home, income or business has been affected to make contact if they need financial support. Relief measures available include:

- suspending loan repayments;
- waiving fees associated with restructuring business loans considered necessary due to bushfire impacts;
- considering temporary adjustments to customer lending limits including credit cards to assist them to cope financially with unexpected costs arising from the fires; and
- waiving fees associated with replacement of damaged business EFTPOS/credit card terminals.

"While our immediate concern is for the safety of those in the impacted areas, we hope our assistance package will provide some financial relief for customers affected by the fires," said Mr Hand.

All ANZ branches in Tasmania will open as usual on Monday and all ATMs remain operational. ANZ customers requiring assistance are encouraged to visit their local branch if they are able or to contact their relationship manager to discuss the impact on their business or personal circumstances.

Customers can also contact ANZ's dedicated financial hardship team 24 hours a day, seven days a week on 131314. ANZ Insurance can be contacted on 13 16 14.

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