



Media Release

For Release: 18 October 2013

ANZ provides financial assistance for customers affected by the New South Wales bushfires

ANZ today announced an assistance package for customers affected by the bushfires in New South Wales.

ANZ CEO Australia Philip Chronican said: "Australia woke this morning to the devastating images of one of the worst NSW bushfires in recent memory, with early reports suggesting around 100 houses may have been lost.

"While the full extent of the damage is still unclear we want our customers to know that if they have been impacted that we're ready to provide the financial support needed to help get them back on their feet," Mr Chronican said.

ANZ encourages any customers in need of financial support to make contact to discuss the impact on their business or personal circumstances.

ANZ's dedicated hardship team can be reached on 1800 149 549. Alternatively, customers can contact their local branch or relationship manager. ANZ Insurance can also be contacted on 13 16 14.

Relief measures available for customers 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.

"ANZ will also make a financial contribution to the official State Government relief fund once it has been established," Mr Chronican said.

All ANZ branches in the Blue Mountains, on the South Coast and in the Hunter Valley region remain open as usual and all ATMs are operational. ANZ also said it will waive any fees incurred by customers needing to use another bank's ATM in the impacted area during the crisis.

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