



Media Release

18 March 2015

ANZ announces relief packages for Vanuatu customers

ANZ today announced an assistance package for customers in Vanuatu impacted by Tropical Cyclone Pam.

Cyclone Pam ravaged Vanuatu over the weekend, leaving wide-spread destruction and thousands displaced.

"After closely monitoring the situation here on the ground in Vanuatu, we have activated our financial relief package as a commitment to impacted customers during this difficult time," said ANZ CEO Vanuatu, Charles Rickey. "Our thoughts go out to everyone affected by Cyclone Pam, and we want the people of Vanuatu to know that we firmly stand behind them in this time of need."

As part of its assistance package, ANZ has:

- suspended all home loan, personal loan and small loan repayments for 60 days;
- offered to suspend all banking facility repayments to commercial customers on request for an agreed period time (with interest capitalised);
- allowed temporary adjustments to lending limits to assist with unexpected costs;
- waived fees associated with restructuring business loans considered necessary due to cyclone impacts;
- allowed early access to term deposits without incurring penalty fees;
- waived application fees for home or personal loans; and
- waived fees associated with replacement of damaged business EFTPOS/credit card terminals.

Impacted home loan, personal loan and small loan customers are not required to contact ANZ regarding suspended repayments, as these will be automatically adjusted. For any further assistance or enquiries please contact Tony Motuliki, ANZ Vanuatu, Head of Retail, on +679 554 7586.

Impacted commercial customers are encouraged to contact their dedicated Relationship Manager or visit ANZ's alternate site at Colardeau (next to the French school, L'Ecole Francaise de Port Vila) for more details.

ANZ also announced earlier this week a donation of AUD70,000 (approx. VUV5,800,000) to the Vanuatu Red Cross Appeal Fund to support relief efforts in Vanuatu following the devastation of Tropical Cyclone Pam.

ANZ has had a presence in Vanuatu since 1971 and is the largest bank in Vanuatu with two branches, 16 ATMs, some 150 staff nationwide servicing over 30,000 retail and corporate customers.

For media enquiries contact:

Mue Bentley Fisher
Communications Manager, Pacific & Fiji
Mob (Fiji): +679 9908319
Mue.BentleyFisher@anz.com

Alex Evans
Media Relations Manager
Tel (Melbourne): +61 3 8655 8221
Alexander.Evans@anz.com