

News Release

For Release: 29 November 2021

ANZ provides assistance to customers affected by floods across NSW and QLD

ANZ today announced it will provide a financial support package to help customers and businesses affected by recent floods across New South Wales and Queensland.

The relief measures come after severe weather has lashed the eastern states this spring with ANZ providing a similar package for Victorians after damaging storms hit last month.

A range of financial 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

ANZ General Manager New South Wales, Michael Wake said: "Many residents, business owners and farmers have been forced to evacuate their homes and properties as flood waters rise."

"As the immediate impacts of the flood waters subside, and the recovery process begins, we hope these relief measures will help our customers in what is a very difficult time."

ANZ customers affected by the floods 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 with ANZ Home and Contents Insurance, may also be eligible for emergency funds and temporary accommodation.

Customers can also contact ANZ's dedicated financial hardship team on 1800 149 549 or at anz.com.au/support/natural-disaster-support/

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To lodge an insurance claim, customers can call 13 16 14 or visit anz.com/insuranceclaims

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