

News Release

For Release: 4 July 2022

ANZ provides assistance for customers affected by floods in NSW

ANZ today announced a financial relief package to help customers and businesses affected by recent flooding in Central and South East New South Wales.

The relief measures come as severe and life-threatening flooding has forced thousands of residents and business owners to evacuate as flood levels continue to rise.

ANZ urges customers affected by the floods to contact the bank when it is safe, to discuss how they can access relief package measures including:

- Short-term payment relief on home loans, credit cards, personal loans and some business loans (we may still charge interest during this period)
- Waiving fees for restructuring business loans
- Waiving fees for accessing term deposits early

ANZ General Manager New South Wales, Michael Wake said: "These floods have already forced tens of thousands out of their homes and businesses. We urge people to continue to monitor the ongoing situation, stay safe and look after one another."

"We thank the hard-working emergency services personnel and volunteers who continue to risk their lives to keep our communities safe."

"As the rain eases and the water subsides, we encourage customers to get in contact to see how ANZ can help them build and recover."

ANZ customers affected by the floods are encouraged to visit their local branch when it is safe to do so, or to contact their relationship manager to discuss the impact on their business or personal circumstances.

To find out more about the operating hours of your local branch, visit <https://www.anz.com.au/locations/#/>

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/](https://www.anz.com.au/support/natural-disaster-support/)

To lodge an insurance claim, customers can call 13 16 14 or visit [anz.com/insuranceclaims](https://www.anz.com.au/insuranceclaims)

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