

News Release

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ANZ support for those affected by floods in the Kimberley

ANZ announced today a financial assistance package to support businesses and customers impacted by flooding in the Kimberley region of Western Australia.

A range of immediate financial support measures are available for ANZ customers affected by the floods in north Western Australia, 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 Western Australia, Kathleen Jahour said: "We are thinking of those impacted by the flooding across the Kimberley and are here to help our customers who need our support.

"We have a range of measures that we can immediately put in place to support businesses and individuals, including short-term payment relief on a range of products, such as home loans and some business loans."

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

Customers can also visit their local branch if they are able to, or can 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. To lodge an insurance claim, customers can call 13 16 14 or visit anz.com/insuranceclaims.

These measures to support businesses and customers in the Kimberley follow financial support ANZ announced in October for flood-affected customers in Victoria, New South Wales and Tasmania, and in November for customers in South Australia.

As many towns are still grappling with the ongoing impact from floods and adverse weather across Australia, we encourage customers to speak with our expert teams if they need assistance.

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