



Media Release

For Release: 27 January 2013

ANZ provides assistance for Queensland customers affected by extreme weather

ANZ today announced an assistance package for customers affected by the extreme weather that has hit Queensland in recent days.

ANZ Managing Director, Retail Distribution, Mark Hand, said: "While most Australians are enjoying the Australia Day long weekend, Queenslanders have once again had to endure the impacts of extreme weather and this will be particularly difficult for those that have just got back on their feet following the floods two years ago.

"We will look to support Government assistance measures as details become available, but today we want all our customers impacted to know that we're ready to provide them with the financial support they need to get back on their feet," Mr Hand said.

ANZ encourages any customers whose home, income or business has been affected to make contact if they need financial support. Relief measures available include:

- suspending loan repayments;
- waiving fees associated with restructuring business loans considered necessary due to impacts of extreme weather;
- considering temporary adjustments to customer lending limits including credit cards to assist them to cope financially with unexpected costs arising from extreme weather; and
- waiving fees associated with replacement of damaged business EFTPOS/credit card terminals.

"While parts of South East Australia are still battling bushfires, we are reminded how destructive Australia's weather can be at this time of the year and we hope our assistance package will provide some financial relief for customers affected by the extreme weather," Mr Hand said.

ANZ will advise what services have been impacted as details become clear via anz.com and social media. At this stage, branches and ATMs in Rockhampton have been impacted by flooding and services may be disrupted.

ANZ customers requiring assistance 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 can also contact ANZ's dedicated financial hardship team 24 hours a day, seven days a week on 131314. ANZ Insurance can be contacted on 13 16 14.

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