



Media Release

For Release: 29 January 2013

ANZ provides \$500,000 donation to support Queensland and NSW disaster relief

- \$400,000 donation to Queensland Floods Appeal 2013
- \$100,000 to Red Cross to support immediate relief efforts in NSW
- Customer assistance package extended to NSW

ANZ today announced it will donate \$500,000 in response to the flood crisis in large parts of Queensland and New South Wales to support relief efforts for those affected.

ANZ CEO Australia, Philip Chronican, said: "ANZ is committed to helping people recover from this disaster and get back on their feet as quickly as possible. In addition to our customer assistance packages, our \$500,000 donation will help relief efforts directed at people and communities who have lost their homes or livelihoods as a result of Cyclone Oswald."

ANZ has also extended its assistance package already in place for Queensland customers to include those impacted in New South Wales. Relief measures available include:

- suspended loan repayments;
- waived 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
- waived fees associated with replacement of damaged business EFTPOS/credit card terminals.

"It's particularly devastating for those communities who have worked so hard to recover from the last major floods in the region only two years ago.

"We want to be there to support these communities not just in the coming weeks, but over the longer-term as they rebuild for the future," Mr Chronican said.

Customers can contact ANZ's dedicated financial hardship team 24 hours a day, seven days a week on 1800 149 549. ANZ Insurance can be contacted on 13 16 14.

Donations for people in either Queensland or NSW can be made through the Red Cross by phoning 1800 811 700 or visiting www.redcross.org.au.

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