

News Release

For release: 12 March 2018

ANZ provides assistance for customers impacted by North Queensland floods

ANZ today announced it has put in place a financial assistance package for customers impacted by recent flooding in North Queensland.

As part of its assistance package, ANZ will:

- Suspend repayments on loans including credit cards for up to three months
- Waive fees associated with restructuring business loans considered necessary due to the flooding
- Provide temporary adjustments to lending limits, including credit cards to assist with unexpected costs as a result of flood damage
- Assess term deposits early without incurring any fees
- Waive fees associated with replacing damaged business EFTPOS and credit card terminals
- Offer relief assistance such as emergency funds and temporary accommodation to eligible customers with Home and Contents insurance

ANZ General Manager for Northern Queensland, Tony Tapsall: "While our immediate concern is for the safety of those in the impacted areas, we want all our customers impacted to know we're ready to provide them with the support to help get them back on their feet.

"Our branches remain open and we encourage any customers that have been adversely impacted to get in touch as soon as they can to discuss their individual needs," Mr Tapsall said.

ANZ branches in the affected region are currently open. Customers can visit the branch for assistance or call the ANZ financial hardship team on 1800 149 549.

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

For media enquiries contact:

Francesca Rizzo, 0481 014 224