

Media Release



Corporate Communications
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ANZ offers assistance package for customers impacted by WA gas outage

ANZ today announced an assistance package for customers impacted by the Varanus Island gas plant explosion in the North West of Western Australia.

ANZ General Manager of Retail Banking SA and WA, Mr Dean Nalder said: "The gas explosion has had a dramatic effect on WA's energy supplies. We understand this outage is likely to result in difficulties for many of our customers and we want to be in a position to support them."

ANZ customers who are adversely affected by the interruption to energy supplies are encouraged to contact their local branch or relationship manager to discuss the impact on their business or personal circumstances. ANZ will look at circumstances on a case by case basis and may be able to:

- suspend repayments on all loans for three months
- waive fees associated with restructuring business loans considered necessary
- consider temporary adjustments to customer lending limits including credit cards to assist them to cope financially with unexpected costs.

"We trust these measures will help provide some relief for individuals and businesses that have been impacted by the gas outage," Mr Nalder said.

All ANZ branches in WA are open as usual and phone and internet banking are available to customers 24 hours-a-day, seven-days a week by calling 13 13 14 or visiting www.anz.com

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