



Media Release

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ANZ provides assistance for customers affected by WA bushfires

ANZ today announced an assistance package for customers affected by bushfires in Toodyay and surrounding areas.

ANZ has also kick-started the Lord Mayor's Distress Relief Fund with a \$10,000 donation to help Toodyay residents get back on their feet.

ANZ customers who are affected by the bushfires in the region are encouraged to contact their relationship manager or ANZ staff at the Northam, Wongan Hills or Midland branches to discuss the impact of the fire on their business or personal circumstances.

As part of its assistance package, ANZ will offer to:

- suspend repayments on all loans for three months;
- waive fees associated with restructuring business loans considered necessary due to fire impacts;
- waive early withdrawal costs for term deposits;
- consider temporary adjustments to customer lending limits including credit cards to assist them to cope financially with unexpected costs arising from the fires;
- waive fees associated with replacement of damaged business EFTPOS/credit card terminals.

Northam Branch Manager Lisa Post said: "This is a challenging and distressing time for many of our customers, some of whom have lost their homes or other property.

"We want to offer our support through this donation and by providing some relief for individuals, primary producers and businesses that have been impacted by the extreme conditions.

"We'll be working to assist our customers and the community of Toodyay over the weeks and months to come," Ms Post said.

ANZ branches and ATMs at Northam, Wongan Hills and Midland are open as usual. The Northam branch, which has extended opening hours, will also be open from 9am to midday on Saturday. Phone and internet banking are available to customers 24 hours-a-day, seven-days a week by calling 13 13 14 or visiting anz.com.

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