

Media Release



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ANZ provides cash assistance to customers affected by Victorian bushfires

- donates \$1 million to Victorian Bushfire Appeal -

ANZ today announced cash assistance for customers whose homes have been destroyed by this weekend's devastating bushfires in Victoria together with a package of other assistance measures and a \$1 million donation to the Victorian Bushfire Appeal established by the State Government.

ANZ will provide immediate cash assistance for its mortgage customers whose primary residence has been affected by the fires. The assistance will involve a \$10,000 cash grant where their home has been totally destroyed. Customers whose homes have been partially destroyed through structural damage to their home or amenities will receive a \$5,000 grant.

ANZ will also provide a \$10,000 cash grant to customers whose home, stock and machinery have been totally destroyed, along with \$5,000 to customers whose home and farms are partially destroyed to assist with stock management and essential farm items.

In addition, ANZ will offer to:

- suspend repayments on all loans for three months
- waive fees associated with restructuring business loans considered necessary due to bushfire 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 bushfires.

ANZ customers or members of the public wishing to donate can do so at anz.com or at any branch using the details below;

Account name: Victorian Bushfires relief account
BSB: 013006
Acct: 2521-01991

ANZ Chief Executive Officer Australia, Brian Hartzler said: "The devastation caused by this weekend's bushfires in Victoria, the extent of their impact on local communities and the loss of life is a tragedy felt by the whole nation.

"This is an extraordinary and devastating event, and we know that people impacted by the fires will need access to money to help them rebuild their lives. The situation is still unfolding in Victoria and there are also fires affecting New South Wales. We will continue to monitor events to ensure we play our role in supporting the community.

"The measures are a tangible way we can directly assist those people in the community. We are .../2.

committed to supporting them and we will continue our policy of case by case assessment of customer needs for further financial assistance to help them recover from the disaster as necessary," he said.

Customers who wish to take advantage of the assistance measures should approach their local ANZ branch or contact ANZ's National Customer Service Centre on 13 13 14 as soon as practical to discuss the impact of the fires on their business or personal circumstances.

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