

# **Media Release**



For Release: 20 January 2003

**Corporate Affairs**  
Level 20, 100 Queen Street  
Melbourne Vic 3000  
Telephone 03 9273 6190  
Facsimile 03 9273 4899  
[www.anz.com](http://www.anz.com)

## **ANZ provides cash assistance to customers affected by bushfires**

ANZ today announced cash assistance for customers whose homes have been destroyed by bushfires this summer, especially those in Canberra over the weekend, and a package of other assistance measures.

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 receive a \$5,000 grant.

ANZ will also 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 Managing Director Personal Banking and Wealth Management, Mr Elmer Funke Kupper said we know now is the time people need access to money to help them rebuild their lives.

Mr Funke Kupper said the devastation caused by the recent fires in Canberra, Victoria, New South Wales and Western Australia and the extent of their impact on local communities had been felt by the whole nation.

"The measures are a tangible way we can directly assist those people in the community who we know and work with on a daily basis. We are 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.

For media enquiries, contact:

Paul Edwards  
Head of Media Relations  
Tel: 03-9273 6955 or 0409-655 550  
Email: [edwardp12@anz.com](mailto:edwardp12@anz.com)