

Media Release



Corporate Affairs

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ANZ gives \$250,000 to customers impacted by bushfires in Canberra

ANZ today announced it had so far given grants totalling \$250,000 to customers whose homes were destroyed by bushfires in Canberra last weekend.

On Monday ANZ announced it would provide immediate cash assistance for its mortgage customers whose primary residence had been affected by bushfires in Canberra and other parts of Australia this summer.

The assistance involves a \$10,000 cash grant where a customer's home has been totally destroyed and \$5,000 for homes partially destroyed through structural damage to the home or amenities. The grants are gifts and do not have to be paid back.

ANZ Local CEO for the ACT Mr Paul Lanzon said 25 customers could expect \$10,000 each in their ANZ bank accounts today, however, he expected further customers would come forward over the coming days as they came to terms with their losses.

"It's been very difficult for me personally to go and inspect our customers' properties today. They have lost everything, so our aim is to get some cash into their hands as quickly as possible, so they can find themselves temporary accommodation, buy new clothes, get the kids ready for school and generally get back on their feet again," said Mr Lanzon.

"In the face of this enormous loss, it's very pleasing for all ANZ staff, particularly those in Canberra, that ANZ is able to personally assist our customers with a cash gift and stand by them when they really need help," he said.

In addition to cash assistance, ANZ is offering 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.

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. Customers can make a donation to the Canberra Bushfire Recovery Appeal from tomorrow at any ANZ branch. Donations \$2 and over are tax deductible.

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