



# Media Release

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## **ANZ to provide NSW and Queensland flood assistance**

ANZ today announced a range of special measures to support the communities affected by floods in Northern New South Wales and Southern Queensland.

For customers affected by the flooding, ANZ will offer to:

- suspend repayments on all loans for three months
- waive fees associated with restructuring business loans considered necessary due to flood impacts
- waive early withdrawal costs for term deposits
- consider temporary adjustments to customer lending limits including credit cards to assist them cope financially with unexpected costs arising from flooding.

ANZ Group Managing Director Personal, Mr Brian Hartzer said while the full extent of damage was still unclear, the measures were designed to provide relief to customers who are dealing with the impact of the floods.

Mr Hartzer encouraged customers affected by flooding to approach the bank as soon as practical to discuss the likely impact of flooding on their business or personal circumstances.

"We are committed to supporting our customers and communities in the region and we will continue our policy of case by case assessment of customer needs for further financial assistance to help them recover from the floods," Mr Hartzer said.

Customers affected by the floods who wish to make use of these arrangements should call ANZ on 13 13 14 or contact their local ANZ branch.

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