



Media Release

Corporate Communications
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ANZ provides cash assistance to customers affected by bushfires during the 2006 summer

ANZ today announced cash assistance and a range of other measures to support customers whose homes have been destroyed by bushfires in the Stawell region in Victoria and the Central Coast in New South Wales.

The ANZ Bushfire Assistance Package, which will be available to all customers who might be impacted by bushfires this summer, includes:

- a \$10,000 cash grant for mortgage customers whose home, stock and machinery have been totally destroyed
- a \$5,000 grant to mortgage customers whose homes or farms have been partially destroyed through structural damage to their home or amenities.

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 Chief Executive Officer Mr John McFarlane said: "Bushfires are unfortunately part of every Australian summer and we know that people impacted by fires need access to money to help them rebuild their lives.

"We already have customers affected by the Stawell and Central Coast fires and our Bushfire Assistance Package also puts standby measures in place to ensure we can act quickly to support other customers in the unfortunate event there are more fires this summer.

"The measures are a tangible way we can directly assist those people in the community and we will also continue our policy of case by case assessment of customer needs for further financial assistance to help them recover from the effects of bushfires as necessary," Mr McFarlane 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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