



# Media Release

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

ANZ today confirmed it would extend its assistance program to support customers whose homes have been destroyed by bushfires in the Kinglake, Grampians, Gippsland and Brisbane Ranges regions in Victoria.

The ANZ Bushfire Assistance Package, which is available to all customers impacted by bushfires in Australia 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 Group Managing Director Personal Brian Hartzler said: "Unfortunately we have seen bushfires continue to devastate regional Victoria this week and we know that people impacted by fires need access to money to help them rebuild their lives.

"The measures we have announced at ANZ are a tangible way we can directly assist those people in the community. 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 Hartzler 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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