



Media Release

Corporate Communications
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ANZ provides up to \$1 million in assistance to customers impacted by Cyclone Larry

ANZ today announced an assistance package including up to \$1 million in total cash grants for mortgage and agribusiness customers whose homes and farms are impacted by Cyclone Larry.

ANZ mortgage and agribusiness customers who are affected by Cyclone Larry are encouraged to approach their local ANZ branch as soon as practical to discuss the impact of the cyclone on their business or personal circumstances. In addition to cash assistance, ANZ will offer to:

- suspend repayments on all loans for three months
- waive fees associated with restructuring business loans considered necessary due to cyclone 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 cyclone
- waive fees associated with replacement of damaged business EFTPOS/credit card terminals.

ANZ Group Managing Director Personal Mr Brian Hartzler said: "Cyclone Larry is having a dramatic impact on the lives of many people in far north Queensland. We understand our customers will need access to money to help them through this period, so we will be acting quickly to support them with cash grants and other measures."

Mr Hartzler added: "These grants are gifts and will help cover the cost of temporary accommodation and living expenses for customers who are without a home, or farmers who suffer major crop or stock damage."

Due to the cyclone, ANZ branches were closed today in Atherton, Mareeba, Cairns, Cairns Central, North Cairns, Smithfield, Port Douglas, Ingham, Mossman and Innisfail.

"We have contacted all our staff members to ensure they are safe and we have temporarily closed our branches for today to ensure that our staff can make arrangements to deal with the effect of the cyclone on their families and homes. Branches will reopen as soon as it is safe to do so," 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 to discuss the impact of Cyclone Larry on their business or personal circumstances.

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