



Media Release

Corporate Communications
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ANZ donates \$10,000 and provides extra assistance to customers impacted by Katherine floods

ANZ today donated \$10,000 to the Cash for Katherine Appeal, and announced additional assistance measures for its mortgage and small business customers facing hardship as a result of floodwaters in the Katherine region.

ANZ customers in Katherine who are affected by the floods are encouraged to approach their local ANZ branch as soon as practical to discuss the impact on their home, business or personal circumstances.

ANZ will offer to:

- suspend repayments on home loans for three months
- waive early withdrawal costs for term deposits
- consider temporary adjustments to customer lending limits to cope with emergency costs
- waive fees associated with restructuring small business loans

ANZ Regional Manager Northern Territory Gary Parkin said: "This has been Katherine's second major flood in just eight years, and the impact on local residents and business has been devastating.

"These measures are one way ANZ can directly assist those people who have been impacted by the floods, 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 the floods as necessary," Mr Parkin said.

The ANZ branch in Katherine escaped damage in the flood and is open for business, with customer service officers ready to assist flood-affected customers to access the ANZ assistance package.

Customers who wish to take advantage of the assistance measures should approach the local ANZ branch or contact ANZ's National Customer Service Centre on 13 13 14 to discuss the impact of the floodwaters on their business or personal circumstances.

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