



Media Release

Corporate Communications
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ANZ provides cash assistance to customers affected by Tasmanian bushfires

ANZ today announced cash assistance and a range of other measures to support customers whose homes, farms or small businesses have been destroyed by bushfires on the east coast of Tasmania this week.

ANZ Group Managing Director, Personal, Mr Brian Hartzler said: "The losses that people suffer due to bushfires can have a devastating impact on their lives and unfortunately we have seen fires affect communities, sadly destroying a number of homes in the Scamander area on Tasmania's east coast in recent days.

"As people impacted by fires start to rebuild their lives, we know they need access to money and the measures we have announced at ANZ are a tangible way we can assist those affected and help take some of the stress out of this difficult time."

The ANZ Bushfire Assistance Package is available to all customers who might be impacted by the bushfire in the Scamander area on the east coast of Tasmania. The measures include:

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

In addition, to further support customers, 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.

"We are committed to helping these Tasmanian communities recover from this bushfire as quickly as possible by supporting customers as they seek to rebuild their homes and businesses.

"We will also continue our policy of case by case assessment of customer needs for further financial assistance, to help them to recover from the effects of bushfires," 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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