



# Media Release

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

ANZ today announced cash assistance and a range of other measures to support Victorian customers who may be impacted by severe bushfires which continue to threaten north-eastern Victoria, including Central Gippsland and the North Eastern Alpine region.

ANZ Group Managing Director Personal, Mr Brian Hartzler said: "This is a frightening and testing time for communities impacted and threatened by the bushfires. We understand that fires burning across North Eastern Victoria have burnt down properties in Jamieson, Gaffneys Creek, Seaton, Mount Ligar and Toongabbie, and are posing serious threats to surrounding areas."

Mr Hartzler said the ANZ Bushfire Assistance Package was available to all customers who may be impacted by the bushfires in Victoria. 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, 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.

"This assistance package is part of our commitment to provide support as quickly as possible for customers who may be affected by these bushfires," Mr Hartzler said. "We recognise the losses that people suffer due to bushfires can have a devastating impact on their lives and that people need urgent assistance during these times."

"We will continue to assess each customer's individual needs to ensure that customers who suffer loss due to the bushfires get some financial support to help them through this difficult time," Mr Hartzler said.

If customers are affected by the bushfires, they 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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