



Media Release

Corporate Communications
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ANZ provides cash assistance to customers affected by WA 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 a series of bushfires in Western Australia including blazes around Dwellingup and Toodyay.

The ANZ Bushfire Assistance Package will be available to all customers who might be impacted by the bushfires in WA, including the fire which has claimed a life in Toodyay and a major bushfire which has destroyed homes and burnt thousands of acres near Dwellingup in recent days.

ANZ Regional Manager, South Western Australia, Mr David Whitby said: "Tragically, the fires affecting WA this week have not only caused devastating losses of homes, they have also resulted in the loss of a life.

"As people impacted by these fires start to rebuild their lives, we know they will need additional financial support, 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 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.

"We are committed to helping the affected communities, including Dwellingup and Toodyay to recover from these bushfires as quickly as possible by supporting customers as they start to rebuild homes and businesses," Mr Whitby said. "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 these fires."

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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