



# Media Release

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## **ANZ provides cash assistance to customers affected by cyclones in Port Hedland**

ANZ today announced cash assistance and a range of other measures to support customers whose homes or small businesses have been damaged by Cyclone George and Cyclone Jacob in Port Hedland, South Hedland and surrounding areas in the past week.

ANZ Regional Manager, WA North District, Mr Ian Bethune said ANZ's Port Hedland branch had reopened today after it sustained significant cyclone damage in Cyclone George last Thursday night.

"Thankfully none of our staff were hurt, but unfortunately the branch suffered structural damage to the roof as well as water damage to carpets, computers and other fixtures," Mr Bethune said. "The branch has reopened today for normal business and the ATM was back up and running yesterday afternoon."

Mr Bethune said ANZ customers who had to use a non-ANZ ATM while the ANZ ATM was unavailable in the past four days, or who had been otherwise impacted by the branch closure, should contact the Port Hedland branch. ANZ will refund any non-ANZ ATM fees that customers incurred in that period.

"We apologise to customers for any inconvenience while we have been working to carry out repairs and return to normal business in Port Hedland as quickly as possible," Mr Bethune said.

For customers impacted by cyclone damage, the assistance measures include:

- a \$10,000 cash grant for mortgage customers whose home or business premises, stock and machinery have been totally destroyed by the cyclone
- 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 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 cyclones.

"These measures are a tangible way that ANZ can assist those affected by the cyclones and help take some of the financial stress out of this difficult time," Mr Bethune said. "We will also continue our policy of case-by-case assessment of customer needs for further financial assistance, to help them rebuild their lives after these cyclones."

Customers who wish to take advantage of the assistance measures should visit ANZ Port Hedland or contact ANZ's National Customer Service Centre on 13 13 14 as soon as practical to discuss the impact of the cyclones on their business or personal circumstances.

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