



# Media Release

Corporate Communications  
100 Queen Street  
Melbourne Vic 3000  
[www.anz.com](http://www.anz.com)

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## **ANZ provides assistance package for customers impacted by New South Wales storms**

ANZ today announced an assistance package for customers impacted by the storms and flooding in the Hunter and Central Coast areas of New South Wales.

ANZ customers who are affected by storms and flooding are encouraged to approach their local ANZ branch as soon as practical to discuss the impact on their business or personal circumstances. ANZ will offer to:

- suspend repayments on all loans for three months
- waive fees associated with restructuring business loans considered necessary due to storm and flooding 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 storms and flooding
- waive fees associated with replacement of damaged business EFTPOS/credit card terminals.

ANZ Managing Director Retail Banking Mr Louis Hawke said: "The storms and flooding are having a dramatic impact on people in the Hunter and Central Coast areas of New South Wales. We understand many of our customers will need support from ANZ to help them through the period ahead.

"The measures are a tangible way we can directly assist those people in the community. We are committed to supporting them and we will continue our policy of case by case assessment of customer needs for further financial assistance to help them recover from the disaster as necessary," he said.

Due to flooding, ANZ branches in Newcastle West and Cardiff will be closed for several weeks and others have been impacted by power outages. ANZ will provide an update on service availability from its 12 other branches in the region on Tuesday morning.

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 to discuss the impact of the storms and flooding on their business or personal circumstances.

For media enquiries, contact:

Paul Edwards  
Head of Corporate Communications  
Tel: 03- 9273 6955 or 0409-655 550  
Email: [paul.edwards@anz.com](mailto:paul.edwards@anz.com)