



Media Release

Corporate Communications
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ANZ provides assistance package for customers impacted by Gippsland storms

ANZ today announced an assistance package for its customers impacted by the storms and flooding in Victoria's Gippsland area.

ANZ Managing Director Regional, Rural and Small Business Banking, Mr Rob Goudswaard, said: "Storms and flooding in the Gippsland area are continuing to have a dramatic impact on the local people.

"The full impact of this flooding may not be known for some days, as communities remain braced for the rising floodwaters, and we understand many of our customers will need assistance from ANZ to get them through this difficult period," he said.

ANZ customers in the Gippsland area 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.

"We are committed to helping our local communities, and trust these measures will provide some relief for individuals and businesses in Gippsland that have been affected by the extreme weather conditions," Mr Goudswaard said.

All ANZ branches in the Gippsland area including Bairnsdale, Sale, Maffra and Lakes Entrance are currently open and able to assist impacted customers with accessing the ANZ assistance package.

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.

This relief package follows the measures put in place to assist people and communities impacted by NSW storms earlier this month.

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