



# Media Release

For Release: 17 February 2008

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

## **ANZ offers assistance package for customers impacted by Mackay storms**

ANZ today announced an assistance package for customers impacted by the severe storms and flooding in Mackay, Queensland.

ANZ Acting State Manager Queensland, Mr Jeff Kirk said: "The floods are having a dramatic effect on the local Mackay community. We understand this is a very tough time and we are here to support our customers who may be experiencing difficulty."

ANZ customers who are affected by storms and flooding are encouraged to contact the North Mackay branch in the Mount Pleasant shopping centre as soon as practical to discuss the impact of the flood 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 trust these measures will help provide some relief for individuals and businesses in these areas that have been impacted by the floods, and our thoughts are with the Mackay community," Mr Kirk said.

Mr Kirk said the Caneland Central, Sydney Street Markets and North Mackay branches would be open as usual on Monday.

"ANZ ATMs in Caltex service stations on Bucasia Road, Malcolmson Street and Nebo Road Mackay are also available for customers 24 hours a day," Mr Kirk said.

All other ANZ branches in Queensland are open as usual and phone and internet banking are available to customers 24 hours-a-day, seven-days a week by calling 13 13 14 or visiting [www.anz.com](http://www.anz.com)

For media enquiries contact:

Katherine Rellos,  
Media Relations Manager  
Tel: 03-9273 5257 or 0403 269 362  
Email: [katherine.rellos@anz.com](mailto:katherine.rellos@anz.com)