



## Media Release

For Release: 5 March 2010

### **ANZ provides assistance package for customers affected by southern Queensland floods**

ANZ today announced an assistance package for customers impacted by the storms and flooding in parts of southern Queensland.

ANZ has also contributed to the Queensland Flood Premiers Appeal with a \$10,000 donation to help impacted residents get back on their feet.

ANZ Managing Director Retail Distribution, Louis Hawke said: "The storms have had a dramatic impact on parts of southern Queensland. We understand this is a particularly difficult time for many of our customers and we want to ensure that customers experiencing difficulty receive the support they need."

ANZ customers affected by storms and flooding are encouraged to contact their local ANZ branch or relationship manager to discuss the impact of the floods on their business or personal circumstances.

As part of its assistance package, ANZ offers to:

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

ANZ and its insurance underwriters are urging affected customers in the region to make contact and lodge claims as soon as possible by calling the following numbers:

Policies underwritten by CGU – 1800 062 660

Policies underwritten by QBE/ING – 13 16 14

"We are committed to helping our local communities and trust these measures will provide some relief for individuals and businesses in Roma, Charleville, St George and Bollon and the surrounding areas that have been affected by these extreme weather conditions," Mr Hawke said.

All ANZ branches and ATMs in the affected areas are currently open as usual. Phone and internet banking are also 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)

Donations to the Queensland Flood Premiers Appeal can be made at any ANZ branch.

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