



Media Release

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ANZ provides assistance package for customers affected by Victorian floods

ANZ today announced an assistance package for customers impacted by the floods that hit Victoria over the weekend.

ANZ Managing Director Retail Distribution, Mark Hand said: "These are the worst floods Victoria has experienced for almost 20 years and it's likely there is still more to come. We know this is a tough time and we want to ensure our customers facing difficulty get the support they need."

ANZ customers affected by the floods are encouraged to either visit their local branch if they are able or contact their relationship manager to discuss the impact on their business or personal circumstances. Customers can also call ANZ's call centre at anytime on 13 13 14 for assistance.

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;
- consider temporary adjustments to customer lending limits including credit cards to assist them to cope financially with unexpected costs arising from the floods; and
- waive fees associated with replacement of damaged business EFTPOS/credit card terminals.

"We hope these measures will provide some relief for individuals and businesses that have been impacted by these floods as they begin the clean-up," Mr Hand said.

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

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