



Media Release

For Release: 6 December 2010

ANZ provides assistance for customers affected by floods in regional New South Wales

ANZ today announced an assistance package for customers affected by the floods in regional areas of New South Wales.

ANZ Managing Director Retail Distribution, Mark Hand, said: "With major flooding continuing across regional New South Wales, and another rain band predicted to move through next week, we need to ensure our customers are being supported during this time of crisis.

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 flood 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.

"Our assistance package will provide practical relief for those who are adversely affected by the floods, including families, businesses and farmers," Mr Hand said.

ANZ customers affected by the floods are encouraged to visit their local branch if they are able or to contact their relationship manager to discuss the impact on their business or personal circumstances.

While the Dubbo branch is closed, customers can visit the Narromine branch on the corner of Dandaloo and Nymagee Street, 39.5 km west of Dubbo.

Customers can also use our phone and internet banking services, which is available to customers 24 hours a day, seven days a week by calling ANZ's call centre on 13 13 14 or by visiting anz.com

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