



## Media Release

For Release: 28 December 2010

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

ANZ today announced an assistance package for customers affected by severe flooding in Queensland over the Christmas period.

ANZ General Manager, Regional Commercial Banking, Tania Motton, said: "While most Australians have been enjoying the Christmas break, Queenslanders have had to endure extreme weather and heavy flooding that has affected much of the state."

"We hope our assistance package will provide some relief and allow our customers to concentrate on the clean-up without their finances causing additional stress," Ms Motton said.

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.

"There are still 16 flood warnings current in Queensland so we want to ensure our customers facing difficulty get the support they need without delay," said Ms Motton.

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.

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](http://anz.com)

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