



Media Release

For Release: 26 December 2015

ANZ announces relief package for customers impacted by Victorian bushfires

ANZ today activated an assistance package for customers impacted by bushfires on the Surf Coast of Victoria and in Sunbury.

ANZ Acting CEO Australia Mark Hand said: "Australians woke today to the horrific news that more than 50 homes were destroyed yesterday while the rest of the country was gathering with family and friends to celebrate Christmas.

"While the Great Ocean Road is one of our most popular tourist destinations, it's also home to thousands of Victorian families and we want all our staff and customers to know that we're here to provide them with the support needed during this difficult time," Mr Hand said.

As part of its assistance package, ANZ offers to:

- suspend repayments on loans, including credit cards, for up to three months (which may include interest capitalisation);
- waive fees associated with restructuring business loans considered necessary due to bushfire impacts;
- provide temporary adjustments to lending limits, including credit cards to assist with unexpected costs;
- waive fees associated with replacement of damaged business EFTPOS/credit card terminal;
- provide early access to term deposits without incurring any fees for impacted customers; and
- affected customers with Home and Contents insurance may be eligible to receive assistance including emergency funds and temporary accommodation.

ANZ's customers affected in Victoria 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. At this stage, all branches in the region are expected to open as normal on Tuesday, 29 December.

Customers can also contact ANZ's dedicated financial hardship team on 1800 149 549 or to lodge an insurance claim customers can call 13 16 14 or visit www.anz.com/insuranceclaims.

People wanting to help can donate to the Foundation for Rural and Regional Renewal (FRRR) by texting 'support' to 0400 662 662 or visiting www.shoutforgood.com.

For media enquiries:

Stephen Ries
Head of Media Relations
Tel: 0409 655 551
Email: Stephen.Ries@anz.com