



Message for our customers and staff

Updated 5pm Friday 10 September

Our thoughts and sympathies are with our customers, staff and their families in the Christchurch and Canterbury areas who have been affected by Saturday's earthquake. We are working to ensure that full services are restored as quickly as possible.

We have decided, as an additional safety measure for our customers and staff, that our branches will re-open as they are cleared by a structural engineer.

We will update the website as more information becomes available.

Open Branches

The following branches will be open for business this weekend. All our other Christchurch branches are closed.

Branch	Address	Suburb	Opening hours – Saturday 11 September	Opening hours – Sunday 12 September
Hornby	Hornby Mall, Shop 61, Main South Road	Hornby	9am – 4:30pm	10am - 2pm
Riccarton	37 – 41 Rotherham Street	Riccarton	9am – 4:30pm	10am - 2pm
The Palms	Shop 92, 24-26 Marshland Road	Shirley	9am – 4:30pm	10am – 4:30pm

ATMs: We know that all of our ATMs in Christchurch and the surrounding areas are operational, with the exception of those machines in the cordoned-off areas.

Reminder: ANZ customers can use both ANZ and The National Bank ATMs.

ANZ Internet Banking is fully operational.

Our Contact Centre is open and able to assist you as usual. Phone **0800 269 296**.

Business Banking customers: Call 0800 ANZ BIZ (0800 269 249) to speak to dedicated business banking consultants.

Information for ANZ customers requiring assistance as a result of the Canterbury Earthquake

Immediate assistance is available in the following areas:

Access to Deposit funds

Term Deposits

- Until September 30 no break fees will be charged on part or full breaks, for customers that need emergency access to their funds as a result of the Canterbury earthquake
- Applies to Personal and Small Business customers

ANZ Savings and Call

- Serious Saver withdrawals that incur a fee will still be charged but any that occur in the month of September will be refunded
- On line call over the counter withdrawals that incur a fee will still be charged, but any that occur in the month of September will be refunded.

Bonus Bonds

- Until September 30 the urgent redemption fee \$60 will be waived

Access to short-term lending

Personal overdrafts:

Access to funds up to \$10,000 for affected customers.

- Available for a 60 day term
- All fees are waived
- Available for all existing ANZ customers

Contact you local branch or call 0800 269 296

Business Overdrafts:

Access to funds required to cover short term cash flow requirements.

- All approval fees are waived
- Available for all existing ANZ business customers
- Contact your local business manager or call 0800 269 249

Repayment Holidays

Available for affected customers for all lending, including Mortgages, Business Loans, Personal Loans and Credit Cards

Please contact the following:

Personal lending: Contact your local branch or call 0800 269 296

Credit Card customers: 0800 269 296 (option 1)

Business Lending: Contact your Business Manager or call 0800 269 249

Information for Australian customers wanting to donate to the Canterbury earthquake appeal

Any staff or customers in Australia wishing to donate to the New Zealand Red Cross Canterbury Earthquake Appeal can do so via online donations on the New Zealand Red Cross website (internet access required).

ANZ will waive the overseas transaction fee associated with donations to the New Zealand Red Cross Canterbury Earthquake Appeal (online credit card donations only).

Please note this applies to Australian issued ANZ Visa and MasterCard only (excludes pre-paid cards and Amex). The overseas transaction fee (3% of the dollar value) will be reversed the next business day.

Merchant Acquiring and EFTPOS Terminal Supply

ANZ/EFTPOS New Zealand Limited:

Damaged EFTPOS terminals:

- Terminals rented from EFTPOS New Zealand (ENZ) - ENZ will replace at no cost
- Terminals owned by customer – ENZ will assist with replacement of damaged equipment, including temporary replacement (up to 3 months).

Business Closures:

- Temporary – all fees will be placed on hold (Merchant Service Fees, Network fee, Terminal Rental) until business re-opens
- Permanent - Contracts will be cancelled with no financial penalty

Customers to call EFTPOS New Zealand on 0800 338 767, option 3

Manual Credit & Debit Card vouchers:

Supplies sent to following branches (despatched on 7 Sept):

ANZ Hornby, Hornby Mall, Shop 61, Main South Road, Hornby
ANZ Papanui, 32 Main North Road, Papanui
ANZ Addington, Cr Lincoln Rd and Clarence Street, Addington
ANZ Woolston, 675 Ferry Road, Woolston
ANZ Merivale, 175-177 Papanui Rd, Merivale
ANZ Rangiora, 85 High Street, Rangiora
ANZ New Brighton, 101-103 Seaview Road New Brighton
ANZ Riccarton, 37-41 Rotherham Street, Riccarton
ANZ Avonhead, Shop 19, Avonhead Mall, 218 Withells Road, Avonhead

Information for Customers with ANZ Insurance policies affected by the Christchurch earthquake

Customers with Insurance related queries and claims should contact the Earthquake Commission (EQC) on 0800 652 333 or access a claim form through the EQC website at EQC.govt.nz

If you have an ANZ insurance policy and are unable to get through to the EQC or require urgent assistance please call as follows:

House and Contents claims underwritten by Vero Insurance e.g. ANZ Asset or Base Protector/Base Protect

ANZ – call 0800 269 252

Claims staff are available to take your call. We appreciate that you will want your claim attended to as soon as possible. Vero have brought in extra Claims Assessors from around the country, and their sister company in Australia has also sent over additional

Assessors. Please be assured that claims staff are doing their very best at this emotional and difficult time for you.

Customer checklist:

- In the event of further aftershocks, please put the security of your property and the safety of your family and staff first – any attempts to make your property more secure will not count against you when you make your claim.
- Make your claim as soon as you can.
- Tell us how bad it is so we can assess the urgency accurately.
- Take photographs of any damage to your home or property.
- Don't throw your damaged contents away – it's important that they are inspected as part of your claim

House and Contents claims underwritten by TOWER Insurance e.g. ANZCover General Insurance

ANZ – call 0800 100 660

Business insurance organised by Crombie Lockwood

To register a claim please call **0800 CROMBIE (0800 276 624)**. Your claim will be recorded and, as a matter of fairness, attended to in order of severity. In the interim you should do what is possible to mitigate any further damage or loss and make all property secure.

Operational ANZ ATMs in Christchurch

Christchurch Halswell ATM ANZ	246 Halswell Road	Halswell	Christchurch
Christchurch Northlands Mall A8 ATM ANZ	55 Main North Rd	Papanui	Christchurch
Christchurch Bishopdale ATM ANZ	129 Barrington Road	Bishopdale	Christchurch
Christchurch Richmond ATM ANZ	331-333 Stanmore Road	Richmond	Christchurch
Christchurch Eastgate A4 ATM ANZ	Cnr Buckley's Rd & Linwood Ave	Linwood	Christchurch
Christchurch Barrington ATM ANZ	254 Barrington St	Spreydon	Christchurch
Christchurch Aranui ATM ANZ	317 Pages Road	Aranui	Christchurch
Christchurch Hillmorton ATM ANZ	21 Halswell Road	Hillmorton	Christchurch
Christchurch Armagh ATM ANZ	128 Armagh St	CBD	Christchurch
Shirley Palms Mall ATM ANZ	24-26 Marshland Rd	Shirley	Christchurch
Hornby Mall ATM ANZ	412 Main South Rd	Hornby	Christchurch
Woolston ATM ANZ	683A Ferry Road	Woolston	Christchurch
Addington Raceway ATM ANZ	Lincoln Road	Addington	Christchurch
New Brighton BP ATM ANZ	Cnr Travis Road & Bower Avenue	New Brighton	Christchurch
Christchurch BP Dallington ATM ANZ	712 Gloucester St	Linwood	Christchurch
Christchurch BP Hoon Hay ATM ANZ	Hoon Hay & Sparks Rd	Hoon Hay	Christchurch
Christchurch BP Bush Inn ATM ANZ	330 Riccarton Road	Riccarton	Christchurch
Christchurch BP Fendalton ATM ANZ	1 Memorial Avenue	Fendalton	Christchurch
Rangiora ATM NB	77 High Street		Rangiora

ANZ Staff Enquiries

We have decided, as an additional safety measure for our customers and staff, that our branches will re-open as they are cleared by a structural engineer.

Staff are asked not to make any non-essential business travel to Christchurch at this time.

For staff enquiries, please call your Branch Manager or Regional Manager in the first instance.

Further updates will be posted on The Vault or are available by calling the BCP line on 0800 227 269.

The Bank's EAP provider is available if you would like to speak with someone about your own wellbeing, or for advice on how to support your family. Phone 0800 327 669

We will update the website as more information becomes available.

Update on fast-tracked quake support

The ANZ and The National Bank have assisted quake-affected business, personal and farming customers in Canterbury with more than \$1.6 million in fast-tracked loans and expert help since Saturday's earthquake.

ANZ New Zealand Acting Chief Executive Officer Steven Fyfe said the total funding support was rising rapidly. Local bank staff were proactively contacting businesses and farmers and offering the banks' support packages and expert advice.

Customer and quake support update

- \$1 million donation to Red Cross Canterbury Earthquake Appeal
- More than \$1.6 million in emergency loans through the fast-tracked approval process
- The emergency loans include assistance for wages, replacement of stock, repairs, and other one-off major costs (such as dump fees)
- More than 50 loan repayment holidays
- Tailored expert advice to deal with customers' individual circumstances and needs
- Assistance with Red Cross and Earthquake Commission Call Centres, using bank call centre specialists

Christchurch-based Commercial General Manager Troy Sutherland said ANZ and The National Bank were working closely with businesses to get them through.

"Around 80 of our staff are working from home and we are also operating out of a remote site due to the CBD cordon. Like our customers, we're using a bit of ingenuity to keep going, and we are very committed to helping them get back to business as usual, despite the challenging conditions.

“We urge customers to phone (call centre details below), or come in and talk if they are worried or need advice. Our people understand the stress of what is happening as they are going through it as well. We can tap into our local expertise and networks, on top of the support packages for affected customers that we announced on Saturday.”

Staff support package

ANZ New Zealand is sending relief teams to Canterbury to support staff. A special support package for staff includes a \$500 payment for incidental expenses, provisions of drinking water for work and home use, trauma support for staff and families, and alternative accommodation support

Update: Donations to Red Cross Canterbury Earthquake Appeal bank accounts

The ANZ and The National Bank Red Cross appeal accounts have so far received around \$150,000 in donations from the public.

People can make a donation to the Red Cross Canterbury Earthquake Appeal either at ANZ (account number: 01-1839-0188939-00) or at The National Bank (account number: 06-0869-0548507-00).

Customer assistance phone numbers

ANZ call centres

Personal customers: 0800 269 296; Business Banking: 0800 ANZ BIZ (0800 269 249)

National Bank call centres

Personal customers: 0800 18 18 18 Business customers: 0800 16 88 88

Rural customers: 0800 80 77 11

ANZ and The National Bank support packages for affected customers

All affected customers from ANZ and The National Bank

- No break fees on term deposits for customers needing emergency funds.
- Personal overdrafts: new or increased OD limits up to \$10,000, application/top-up fees will be waived.
- Home Loans: repayment holidays for up to 3 months (all fees waived, available for all customers, choice of loan term or repayments adjusted).
- Personal loans: suspension of minimum repayments for 3 months.
- Credit cards: suspension of minimum repayments for 3 months, no additional interest or fees.

All affected small business customers

- Small business customers are being proactively contacted where possible.
- Access to emergency short-term lending.
- All line fees and application fees will be waived.
- Shortened loan approval process to allow rapid local decisions and quick access to funds.
- Business loans: three month repayment holidays.

Commercial customers

- All commercial customers are being proactively contacted to check on their situation and we are working with them on a case-by-case basis to help them through

Affected rural customers

- Farm loans: three month repayment holidays.
- Shortened loan approval process to allow rapid local decisions.
- Increased overdraft limits to help people re-establish themselves after the quake
- No break fees on term deposits for customers needing emergency funds.
- Credit cards: suspension of minimum repayments for 3 months, no additional interest or fees.
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Media enquiries contact: Astrid Smeele (Senior External Relations Manager) 027 4907336

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Media enquiries contact: Astrid Smeele (Senior External Relations Manager) 027 4907336

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ANZ New Zealand announces \$1m donation to disaster relief fund

We are making a \$1 million donation to the disaster relief fund. People can also make a donation at any National Bank branch to the Christchurch Relief Fund (account number: 06-0869-0548507-00). Donations made to this account will go directly to the Red Cross.

Acting Chief Executive Officer Steven Fyfe said in addition to the \$1 million donation, ANZ and The National Bank will also offer a special package of assistance for personal and business customers impacted by the earthquake.

“Our thoughts and sympathies are with our staff, customers and their families in Christchurch and the Canterbury region who have been affected by today’s earthquake. We are keen to offer our support and assistance as the clean-up begins,” Mr Fyfe said.

As part of the package of support for affected customers, ANZ and The National Bank will:

- suspend repayments on all loans for three months
- waive fees associated with restructuring business loans considered necessary due to earthquake 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 earthquake

Mr Fyfe said most ANZ and The National Bank ATMs were operating. Internet and phone banking is operating as usual.

“We are currently assessing the status of our branches to establish which will be open on Monday, in line with Civil Defence recommendations.”

Customers with concerns can also phone the banks’ contact centre:

The ANZ Contact Centre: 0800 269 296