



Message for our customers and staff

Updated 6pm Tuesday 7 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 have been cleared and will be open for business on Wednesday 8 September.

Branch	Address	Suburb
Ashburton	252 East Street	Ashburton
The Palms	Shop 92, 24-26 Marshland Road	Shirley
Sydenham	380 Colombo Street	Sydenham
Hornby	Hornby Mall, Shop 61, Main South Road	Hornby
Riccarton	37 – 41 Rotherham Street	Riccarton
Avonhead	Shop 10 Avonhead Mall	Avonhead
Papanui	32 Main North Road	Papanui
Addington	Cr Lincoln Rd and Clarence Street	Addington
Woolston	675 Ferry Road	Woolston
Merivale	175-177 Papanui Rd	Merivale
Rangiora	85 High Street	Rangiora
New Brighton	101-103 Seaview Road	New Brighton

Closed Branches

Our remaining branches will gradually re-open following a structural engineering inspection and any necessary remedial work.

Cathedral Square	Cnr Hereford and Colombo Streets	Christchurch
Kaiapoi	168 Williams St	Kaiapoi
University of Canterbury	90 Ilam Road	Christchurch

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 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

Vero Insurance have staff ready to take calls but are likely to be overloaded so please keep trying. Vero are organising loss adjustors and tradesmen to get to Christchurch now and will action claims as quickly as possible.

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

ANZ – call 0800 100 660

Business insurance organised by Crombie Lockward

To register a claim please call **0800 CROMBIE (0800 276 624)** in every instance. 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
Rangiora ATM NB

1 Memorial Avenue
77 High Street

Fendalton

Christchurch
Rangiora

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ANZ New Zealand beefs up support for customers

ANZ New Zealand today announced increased support for business and personal customers affected by the Canterbury earthquake on the weekend.

ANZ New Zealand Acting Chief Executive Officer Steven Fyfe said the extra support built on a package of customer assistance announced on Saturday, and was on top of the \$1 million donation to the Canterbury earthquake relief fund.

"We know many of our personal and business customers, as well as our staff, have been seriously affected by the earthquake. We want to make sure that if they are having trouble with cash flow or other financial needs, that they have the help they need to get through. Customers who are worried should contact the bank as soon as possible.

"We've already approved more than \$500,000 in emergency loans in the last two days to help businesses with urgent needs such as wages for staff and the replacement of perishable stock. We've also shortened our loan approval process to rapidly respond to customers' needs."

Mr Fyfe said the customer support package was under constant review and now comprised:

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, interest-free for 60 days, 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.
- ANZ Serious Saver \$5 withdrawal fee will be refunded (Sept withdrawals).

All affected small business customers

- Small business customers are being proactively contacted where possible.
- Access to emergency short-term lending, interest-free for 60 days.
- All line fees and application fees will be waived.
- Shortened loan approval process to allow rapid local decisions.
- 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:

Donations to Red Cross Canterbury Earthquake Appeal can be made at ANZ: 01-1839-0188939-00 or The National Bank: 06-0869-0548507-00

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

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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.

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ANZ New Zealand announces \$1m donation to Red Cross Canterbury Earthquake Appeal

We are making a \$1 million donation to the Red Cross Canterbury Earthquake Appeal, the official appeal fund for this disaster.

The money will go towards the Red Cross Canterbury Earthquake Appeal. People can also make a donation at any ANZ branch to the Canterbury Earthquake Appeal (account number: 01-1839-0188939-00). 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 to the Canterbury Earthquake Appeal, the ANZ and National Banks 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 centres:

ANZ Contact Centre: 0800 269 296