



## Media Release

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### 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.
- Access to emergency short-term lending
- Application fees will be waived.

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